



NATIONAL EMPLOYMENT SERVICE MANUAL

◆ VOLUME- I ◆

(Concepts, Definitions etc)

- Part I : Employment Exchange Policy and Procedure
- Part II : The Collection of Employment Market Information
- Part III : Vocational Guidance and Employment Counselling
- Part IV : Placement of the Persons with Disabilities



**Government of India
Ministry of Labour & Employment
Directorate General of Employment & Training
New Delhi**

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**NESM
VOLUME-I**

PART I

**EMPLOYMENT
EXCHANGE**

**POLICY
AND
PROCEDURE**

CHAPTER-I

ORGANISATION OF THE NATIONAL EMPLOYMENT SERVICE

Historical Development

1.1 The Employment Service came into existence in India under the stress of post-war demobilization. Towards the end of the Second World War, the need for a machinery which could handle orderly re-absorption of civil life, of a large number of service personnel and war workers who were about to be released as keenly felt. Having regard to the complexity of the problem and in order to ensure uniformity in policies and effective co-ordination of efforts it was considered necessary that the proposed machinery be directed and controlled by the Central Government. In accordance with a scheme that was agreed upon by the Central and State Governments, the Directorate General of Resettlement and Employment (D.G.R.&E) was set up in July 1945 and Employment Exchanges were gradually opened in several parts of the country.

1.2 Till the end of 1946, Employment Service facilities were restricted to demobilized service personnel and discharged war workers. In 1947, consequent upon the partition of the country, the Employment Exchanges were called upon to deal with the resettlement of a large number of persons who were displaced as a result of partition. In response to popular demands, the scope of the service was gradually extended and by early 1948, Employment Exchanges were thrown open to all categories of applicants.

1.3 This transition of the Employment Service from a resettlement agency to an all India placement organisation resulted in an enormous increase of work, which called for long-term measures. It was felt that the

organisation which was hurriedly set-up to tackle the immediate problem of resettlement of released war service personnel, required to be restructured if it was to function as an effective machinery which could facilitate and further the employment process. Accordingly, the Training and Employment Services Organisation Committee (popularly known as Shiva Rao Committee) was appointed in 1952 (under the chairmanship of Shri B. Shiva Rao), to review the set-up and functions of the Employment Service and to make recommendations for its reorganization. The Committee submitted their report in 1954 which was mainly responsible for the present structure of the organisation and diversification of its functions in the field of Occupational Research, Vocational Guidance and Employment Market Information. Based on the recommendations of the committee, the day-to-day administration of the organisation was handed over to the State Governments with effect from 1st November 1956.

1.4 The Government of India had also appointed in March, 1978, a Committee on National Employment Service under the Chairmanship of Shri P.C. Mathew (popularly known as Mathew Committee) to examine the various aspects of the Working of Employment Exchanges, and to suggest suitable measures to make it more responsive to changing circumstances and needs. This Committee submitted its report in November, 1978 and made a number of recommendations for improvement of the Employment Service. Some of the recommendations made by this committee have been accepted by the Government for implementation.

1.5 The Employment Service is now the joint concern of the Central and State Governments. The respective responsibilities of the Government of India and the State Government are as under:-

(i) The Government of India Shall:-

- (a) establish in collaboration with State Governments national policies, standards and procedure to be followed by this Employment Service in the States;
- (b) co-ordinate the work of the Employment Service in the States;
- (c) plan and formulate programmes for expansion and development of the Employment service in consultation with State Governments and examine local programmes and procedure, through appropriate officers with a view to ensure that agreed policies are being implemented, standards maintained and programmes followed;
- (d) conduct, whenever necessary , training programmes for Employment Officers and develop staff training materials for use by the Employment Service in the States;
- (e) provide a central machinery for adjustment surplus and shortages of workers in different states;
- (f) collect and disseminate information concerning employment and unemployment and prescribe uniform reporting procedure;

(g) plan, develop and carry out a continuous programme of employer and worker relations directed to employers and workers' organisation at the national level and to employers who maintain establishments in several states;

(h) arrange for co-ordination and consultation with the Ministries of the Government of India whose activities affect the employment situation in the country;

(i) carry out at the national level, a public relations and information programme and develop informational material and provide Employment Service in the States with technical assistance in the operation of public relations and information programmes; and

(j) carry out a continuous programme of evaluation of policies, procedure and working practices of Employment Exchanges in the States with a view to assess and advise the State Government on the progressive development of the service and to ensure that national policies, standards, and procedure are effectively implemented.

(ii) The responsibilities of the State Government are to:-

(a) exercise full control over the Exchange in the States, including the power of appointment, control, promotion and punishment of all their staff as well as the staff of State Directorates;

- (b) carry out inspection of Employment Exchanges to assess the effectiveness of their work and take appropriate action to bring about necessary improvements;
- (c) organise and carry out training programmes for non-gazetted staff in accordance with national policies;
- (d) organise vacancy and labour clearing in Employment Exchanges at the State level and co-ordinate with the central machinery;
- (e) collect, compile, analyse and interpret statistical and employment market data in the prescribed manner and furnish such data and information to the Government of India as may be required;
- (f) provide and disseminate information to public and private bodies in the State interested in such information;
- (g) plan, develop and carry out at State and local levels a programme of employer and worker relations in accordance with national policies;
- (h) arrange for co-ordination and consultation with departments of the State Government whose activities effect the employment situation in the State;
- (i) set up, in accordance with national policies, Committees

on Employment at State and local levels;

- (j) refer to the Government of India for consideration recommendations of Committees on Employment involving major changes in policy or procedure;'
- (k) carry out at State and local levels, a public relations and information programme in accordance with national policies; and
- (l) provide full facilities to the authorised officers of the Government of India to evaluate the work of Employment Exchanges.

1.6 The Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959 was enacted in 1959 and brought into force with effect from 1st May, 1960 {See Volume III, Appendix 1(1)}. Under the provision of the Act, all establishments in the public sector and all establishments in the private sector normally employing 25 or more workers are required to notify certain categories of vacancies and also render quarterly and biennial returns in the prescribed forms ER-I and ER-II to the appropriate Employment Exchanges as notified by the State Government.

Directorate General of Employment and Training

1.7 In 1960, the name of the Directorate General was changed from Directorate General of Resettlement and Employment to Directorate General of Employment and Training (D.G.E&T). The D.G.E&T constitutes the national headquarters of the

Employment Service as well as the Craftsmen Training Scheme of the Ministry of Labour, Government of India. The Director General is at the apex of both the organisations at the national level.

1.8 The Apprentices Act, 1961 was enacted in 1961 to provide for regulation and control of apprentices in selected trades and matters connected therewith {See Volume III, Appendix I.(2)}. The D.G.E.&T was made responsible for the implementation of the Act and the Director of Apprentices Training in the D.G.E.&T functions as the Central Apprenticeship Adviser.

1.9 The first National Commission on Labour after reviewing the set-up and functions of the Employment Service recommended that:-

- (i) uniform standards, policies and procedure will be needed in all states to enable the service to work as a well knit and co-ordinated organisation throughout the country;
- (ii) the national character of the service should be fostered and strengthened to help efficient utilization of manpower particularly critical skills required for planned economic growth;
- (iii) the service should be extended to all towns with a labour force of ten thousand or more in a phased manner so that rural workers can take advantage of the service;
- (iv) Programmes for Occupational Research, Vocational Guidance, Employment Market Information, Special Surveys &

Studies and forecasting of Manpower supply and demand should be speeded up.

The second National Commission on Labour in its report which was submitted in 2002 made the following recommendations:-

- (i) It is important to redefine the role of the employment exchanges to meet the new challenges.
- (ii) Stress the need to increase the coverage and timely release of data collected by the National Employment Service so as to provide a complete picture of employment and unemployment scenario.

Directorate of Employment Exchanges.

1.10 At the Directorate General of Employment and Training, the Director of Employment Exchanges is responsible for advising Deputy Director General(Emp) and the Director-General on matters concerning policy, procedure and co-ordination of the Employment Service. It is also responsible for the codification of instructions and for formulating procedures according to the policies agreed upon by the Central and State Governments. It conducts technical evaluation of the Employment Exchanges and other field units; and advises the State Directors on technical matters referred to it from time-to-time.

Central Institute for Research and Training in Employment Service.

1.11 The Central Institute for Research and Training in Employment Service (C.I.R.T.E.S) established in 1964 under the D.G.E.&T, is responsible for imparting

professional in service training to the officers of the organisation and for conducting research on matters concerning the Employment Service. The Career Study Centre attached to the Institute is responsible for preparation and publication of career literature and other occupational information materials

Vocational Rehabilitation Centres for the Physically Handicapped.

1.12 Vocational Rehabilitation Centres for the Physically Handicapped set up under the Directorate General of Employment and Training, assist physically handicapped persons in developing rehabilitation plans, depending on their specific needs, aptitudes, interests etc. and their placement in employment and self-employment etc. Facilities for assessing the vocational and psychological rehabilitation needs of physically handicapped persons are available at these centres. The services of these centres are, however, restricted to the needs of the blind, the deaf and dumb, the orthopedics, cured negative leprosy patients and mild mentally retarded for the present. The VRCs have been given co-sponsoring powers to submit Physically Handicapped persons against reserved vacancies.

Coaching-cum-Guidance Centres

1.13 Coaching-cum-Guidance Centres have been set-up at selected places to cater to the needs of the Scheduled Caste and Scheduled Tribe applicants in matters of career planning and advice through group and individual guidance programmes. These centres aim at enhancing the employability of scheduled caste and scheduled tribe applicants. They operate confidence building programmes and render assistance in preparing them for employment interviews.

Committees on Employment

1.14 The need for formation of Tripartite Committee on Employment at various levels have been suggested to advise the Employment Service at State and District level. To review the employment position and assess employment and unemployment trends and suggest measures for expanding employment opportunities, the State Governments are required to constitute State Committees on Employment to advise the State Governments on such matters. Similarly, District level Committees on Employment are required to be constituted so as to develop the employment potential of the District, in addition to usual functions relating to matter connected with Employment Service. The composition of such Committees and their functions are given at Appendix-I(18).

Working Group of the National Employment Service

1.15 A Working Group of the National Employment Service consisting of the representatives of the Central and State Governments has been constituted at the national headquarters with a view to enable it to evolve and formulate policies and procedure in consultation with the State Governments. The Working Group meets annually and discusses matters relating to Employment Exchange policy and procedure as have been proposed or raised by representatives of the Central or State Governments. Based on the recommendations of the Working Group as approved by the Government of India, necessary amendments, additions or deletions to the policies and procedure are issued by the D.G.E.&T.

Organisation and Structure of the Employment Service in the States.

1.16 The State Director will be at the apex of the organisation in the States. In larger States, he will be assisted by an Additional Director who will also deputise for him. The State Directorates will have adequate administrative and technical staff to ensure efficiency in performance and timely collection and publication of data. The State Directorate will also function as a manpower organisation and planning agency for the State. Further it will provide leadership, guidance and expertise in such technical fields as:

- (i) Surveys and studies relating to employment and unemployment;
- (ii) Manpower planning and forecasting;
- (iii) Enforcement of Employment Exchanges(Compulsory Notification of Vacancies) Act, 1959, Collection of Employment Market Information and Public Relations;
- (iv) Vocational Guidance and Career advice;
- (v) Occupational Research and Information; and
- (vi) Staff Training.

State Employment Exchange (S.E.E)

1.17 There will be a State Employment Exchange at the headquarters of the State. It will deal with applicants of professional and executive standard, vacancy and labour clearing at the State level, research and job development for the Physically Handicapped, Ex-servicemen, Scheduled Caste and Scheduled Tribe applicants. The staff of the State Employment Exchange will be according to the following pattern:-

State Employment Officer (Assistant Director)	One
Regional Employment Officer (Professional and Executive)	One
Regional Employment Officer (Ex-Servicemen, Sch. Caste and Sch. Tribe)	One
Distt. Employment Officer (Labour Clearing)	One
Interviewer	One
Steno-typist	One
Clerk	Three
Typist	Two
Class IV staff-pattern	According to the State's pattern

Regional Employment Exchange (R.E.E)

1.18 Normally four District Employment Exchanges will be under one Regional Employment Officer who will also be in charge of one of the four Exchanges in the region which is located centrally and in an important town of the region. The Regional Employment Officer will be responsible for inspection of the Exchanges in the region, Staff training, special problems of the Physically Handicapped applicants, Ex-servicemen, Scheduled Castes and Scheduled Tribes applicants, job development efforts and enforcement of the Employment Exchanges(Compulsory Notification of Vacancies) Act, 1959 within the region. He will also supervise and assist in carrying out special studies and surveys within the region. Each Regional Employment Exchange will have the staff according to the following pattern:-

Regional Employment Officer	One
Distt. Employment Officer (placement)	One
Distt. Employment Officer (Job)	One

Development and Enforcement)	
Asstt. Employment Officer (Vocational Guidance and Physically Handicapped)	Two
Interviewer	Two
Statistical Assistant	One
Steno-typist	One
Clerk	Six
Class IV staff - According to the State' pattern	

District Employment Exchange(D.E.E)

1.19 The district will normally constitute the basic unit for implementing and co-ordinating all programmes of employment assistance, career advice, employment market information and surveys and studies in the district. The District Employment Officer will be responsible for inspection and enforcement of the Employment Exchanges(Compulsory Notification of Vacancies)Act, 1959. He will also be responsible for the efficient functioning of the Town Employment Exchanges and Rural Employment Bureaux in the district. Each District Employment Exchange will have staff according to the following pattern:-

Distt. Employment Officer	One
Asstt. Employment Officer(Vocational Guidance)	One
Interviewer	One
Statistical Assistant	One
Clerk	Four
Class IV staff - According to the State' pattern	

Town Employment Exchange(T.E.E.)

1.20 Town Employment Exchanges will be set up in all towns having a labour force of 10,000 or a population of 25,000 or above. Each Town Exchange will have the following minimum staff-

Asstt. Employment Officer	One
Interviewer	One
Clerk	One
Class IV staff - According to the State's pattern	

Rural Employment Bureau(R.E.B)

1.21 The lowest formation of the Employment Service will be the Rural Employment Bureau(Presently known as Employment Information and Assistance Bureau). These Bureaux will be set up in areas where there is a concentration of Scheduled Caste or Scheduled Tribe population and where rural works programme and other employment oriented projects are under implementation. Each Rural Bureau will have the following minimum staff:-

Asstt. Employment Officer(Grade II in the rank of Interviewer)	One
Clerk	One
Class IV staff - According to the State' pattern	

1.22 The staff requirements given in paras 1.17 to 1.21 are only the minimum. Additional staff will be provided whenever necessary on the basis of the staffing formulae for Employment Exchanges developed by C.I.R.T.E.S.

University Employment Information and Guidance Bureau (UEI &GB)

1.23 There will be one University Employment Information and Guidance Bureau in each University. Each Bureau will have the following minimum staff:-

Chief (Part time to be provided by the University)	One
Deputy Chief(Regional Employment	One

Officer)	
Research Assistant	One
Clerk(Library)	One
Clerk (General)	One
Steno-Typist	One
Class IV staff - According to the State' pattern	

Direction and Control

1.24 Three regions will be placed under an Assistant Director whose office will be located at a suitable place in his area or at the State Directorate. He will be responsible for inspection of the Exchanges in his region as also for staff training and job development programmes. He will be delegated with adequate administrative and financial powers to ensure smooth functioning of the offices within the region. He will be assisted by one District Employment Officer (Staff Training and Job Development), one stenographer, one clerk and class IV staff according to the State's pattern.

1.25 One Deputy Director will be in charge of every two Assistant Directors. His office will be located at the State Directorate. He will be responsible for inspection of the Employment Exchanges besides functioning as a subject matter specialist.

Set-up of Employment Service in Metropolitan Areas

1.26 The Employment Service in metropolitan areas such as Bombay, Calcutta, Delhi and Madras is confronted with special problems arising from the large population, large number of employment seekers, and the sophisticated nature of jobs available in these areas. To meet the problems of placement service, career advice and of collection of employment market information, it is essential to organize the Employment Service in these

areas on special lines. Employment Service in these metropolitan areas will be organised as follows:-

- (i) There will be one Employment Exchange in an area for a population of 4,00,000. These Exchanges will be known as Zonal Employment Exchanges(Z.E.E.) whose responsibilities may be laid down either on geographical or functional basis;
- (ii) Each Zonal Employment Exchange will be under the charge of a Regional Employment Officer and will have the minimum staff prescribed for a Regional Employment Exchange. Additional staff will be provided on the basis of the staffing formulae for Employment Exchange.
- (iii) There will be one Assistant Director in charge of four Zonal Exchanges. He will be responsible for inspection. Staff training, job development enforcement of the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959, etc.
- (iv) The Employment Exchanges in each metropolitan area will be placed under the overall charge of Deputy Director.

Evaluation and Implementation Cell for the State

1.27 There will be one Evaluation and Implementation Cell for Vocational Guidance in each State but the States having more than 30 Vocational Guidance Units will have two such units. Each unit will have the following staff :-

Assistant Director (Evaluation and Implementation)	One
Steno-Typist	One
Clerk/typist	One
Class IV staff - According to the State's pattern	

Career Study Centre

1.28 There will be one Career Study Centre in each State for bringing out career literature, audio-visual aids, occupational information materials and tools for use in the career advising programme . Each Career Study Centre will have the following staff:

Assistant Director(Career Study)	One
Employment Officer(Research)	One
Editor	One
Technical Assistant	One
Steno-typist	Three
Clerk	One
Proof Reader	One
Class IV staff- According to the State' pattern	

Staffing formulae for Employment Exchanges

1.29 The requirements of officers and staff of Employment Exchanges for Placement Service, Employment Market Information and Vocational Guidance programme will be assessed on the basis of Staffing Formulae developed by CIRTES and revised from time to time.

CHAPTER-II

DEFINITIONS

2.1 In these instructions, unless there is anything repugnant in the subject or context, the following expressions have the meaning hereby assigned to them:-

"ACT" means Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959.

"Act Establishment" means an establishment coming within the purview of the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959.

"Advertised Vacancy" means a vacancy which is advertised through various media, e.g., press, notice board, radio, television, etc. and which may or may not be notified to an Employment Exchange.

"Applicant" means a person who having voluntarily registered at an Employment Exchange, is eligible for employment and other assistance in accordance with the prescribed procedure.

"Applicant Exchange" means the Exchange which submits an applicant(s) against a vacancy in another Exchange area.

"Apprentice" means a person who is undergoing apprenticeship training in a trade in pursuance of a contract of apprenticeship.

"Apprentices Act" means the Apprentices Act, 1961 which provides for the regulation and control of training of apprentices in trades and matters connected therewith.

"Aptitude" refers to a pattern of a behaviors and present condition of abilities that is indicative of an individual's future attainments, provided appropriate

opportunities of training and expression are offered.

"Book Register" means a manuscript record of information pertaining to applicants, vacancies, employers, etc., maintained in accordance with the prescribed procedure.

"Career Conference" means a meeting or series of meetings usually organised in joint collaboration with the educational authorities, in which various professional experts in different occupations participate and make available their intimate knowledge of the requirements and opportunities in their fields of work.

"Career Exhibition" means an organised display of materials of occupational interest.

"Career Literature" refers to publications containing objective occupational information relating to various careers and courses compiled for use in career advising and educational and employment counselling programmes.

"Career Talk" means a talk on specific fields of occupations, training etc., appropriate to groups of particular educational levels, emphasizing the importance of vocational planning.

"Clearing" means the circulation of information pertaining to vacancies to selected or all Employment Exchanges in order to attract suitable applicants, or circulation of particulars of applicants for locating suitable job openings.

"Clearing Occupation" means an occupation for which a shortage of

applicants generally exists and which has been declared as such.

"Contract Labour" means persons employed on work who are not directly paid by the employer but are paid through contractors.

"Dead Register" means a systematic arrangement of Index Cards of applicants who for various reasons are not entitled to placement assistance.

"Dead Order Register" means a systematic arrangement of all those Order Cards on which all procedural action has been completed.

"Disabled Ex-Serviceman" means an Ex-serviceman who while serving in the Armed Forces of the Union was disabled in operations against the enemy or in disturbed area.

"Discharged Government Employee (Central)" means a person who was in the employment of the Government of India for a continuous period of not less than six months and who was discharged otherwise than on reaching the age of superannuation or completing the period of service prescribed for retirement and as a result either of reduction of establishment in an office or the office itself being wound up.

"Displaced Person" means any person who, on account of the setting up of India and Pakistan or on account of civil disturbances or fear of such disturbances in any area which formed part of the erstwhile Pakistan had been displaced from or left his place or residence in such an area after 1st day of March, 1947, and who has subsequently been residing in India (Government of India Ordinance No. XX of 1948). Where, however, a State Government has evolved a

system of registration of Displaced Persons only those persons who are in possession of evidence of such registration should be regarded as "Displaced Persons" by Employment Exchanges for purposes of employment under that State.

"Employment Counselling" also called Brief Counselling aims at helping an individual in choosing from among the available job opportunities, openings suited to his education, training and work-experience.

"Employment Exchange Minute" means supplementary instructions issued by the Directorate General of Employment and Training on the policies and procedures adopted in the execution of working of Employment Exchanges from time to time.

"Employment Market" means a well defined geographical area having a concentration of economic activity where the elements of demand for labour exist and for which labour force is habitually drawn from persons living in the area.

"Employment Market Information" means information concerning the employment market.

"Employer" means any person who employs one or more other persons to do any work in an establishment for remuneration and includes any person entrusted with the supervision and control of employees in such establishment.

"Employers Register" means a systematic arrangement of employer's cards maintained at an Employment Exchange and which contain particulars of establishments in the public and private sectors in the area served by the Exchange.

"Establishment Reporting System" means the method of collection of employment information by means of returns (or report) received from individual establishments.

"Employing Unit" means an establishment with a separate traditionally accepted identity under the control of a single authority.

"Entry Occupation" means an occupation, the performance of which does not demand any previous work-experience or vocational training.

"Ex-Servicemen" means a person who served in any rank (whether as a combatant or as non-combatant), in the Armed Forces of the Union including the Armed Forces of the former Indian States, but excluding the Assam Rifles, Defence Security Corps, Central Reserve, Engineering Force, Lok Sahayak Sena and Territorial Army, for a continuous period of not less than six months after attestation; and

- (i) has been released, otherwise than at his own request or by way of dismissal or discharge on account of misconduct or inefficiency or has been transferred to the reserved pending such release; or
- (ii) has to serve for not more than six months for completing the period of service requisite for becoming entitled to be released or transferred to the reserve as aforesaid; or
- (iii) has been released at his own request, after completing five years service in the Armed Force of the Union.

"Found Work" means an applicant who has found employment without the assistance of the Exchanges.

"Fresher" means an applicant who has had no training or whose experience in the

occupation in which he desires employment is normally of less than six months duration.

"Group Discussion" means a discussion with a homogeneous group of applicants or students involving detailed information on job opportunities, training facilities and such other matters pertaining to career planning or choosing appropriate to the group.

"Group Guidance" denotes all group activities conducted for guidance purposes.

"Handicapped Person" means a person who on account of injury, disease or congenital deformity is substantially handicapped in obtaining or keeping employment or in undertaking work on his own account of a kind which apart from the injury, disease or deformity would be suited to his age, experience and qualifications.

"Individual Guidance or Counselling" denotes assistance given to an individual to help him deal with problems relating to securing employment and making vocational choices, plans and adjustments.

"Index Card" means a card on which particulars pertaining to and action in respect of an applicant are recorded.

"Industrial Classification" means the classification of establishments or persons in the labour force in accordance with predominant economic activity in which they are, or were engaged.

"Identity Card" means a card given to an applicant at the time of registration to identify him as a registrant of the Employment Exchange.

"Job Development" refers to a programme planned to locate and obtain job opportunity matching the education, training, work-

experience and other relevant characteristics of an individual applicant.

"Labour Clearing" is the process of notifying to all Employment Exchanges availability of certain categories of applicants suitable for occupations in which persistent shortages are experienced.

"Labour Force" comprises all persons who are either gainfully employed or are looking for gainful employment.

"Lapsed Registration" means a registration that is declared null and void because it fails to meet relevant procedural requirements such as renewal, response to two consequent call letters etc.

"Live Register" means a systematic arrangement of Index Cards pertaining to applicants who are in need of employment assistance

"Live Order Register" means a systematic arrangement of Order Cards pertaining to vacancies received at an Exchange and in respect of which action is still outstanding.

"Local Body" means a Municipality, District Board, Cantonment Board and such other authority.

"Manpower" means the total human resources expressed in terms of number of persons in different occupational categories available at a specific time to create, design, develop, manage and operate the various industries and services.

"Multiple Registration" registration of an applicant at more than one Exchange at the same point of time.

"National Classification of Occupations" means a volume containing the codified

classification of all the identified civilian occupations in the country giving their standard and alternative titles with definitions and guidelines for recording relevant details about applicants and vacancies.

"Non-Act Establishment" means an establishment which does not come within the purview of Employment Exchanges (Compulsory Notification of vacancies) Act, 1959.

"Occupation" is a trade, profession or type of work performed by an individual irrespective of the branch of the economic activity to which he is attached.

"Occupation Information" means information on a wide variety of topics of the world of work not only on occupations and employment but also on education and training facilities and other matters related to the choice of and preparation for an occupation.

"Order Card" means an envelop-patterned card on which particulars pertaining to and action in respect of an employer's demand for workers are recorded and inside which relevant papers are filed.

"Para Military Forces" means the Border Security Forces, Central Reserve Police Force, Indo-Tibetan Border Police, Central Industrial Security Force, Secretariat Security Force, Assam Rifles and Railway Protection Force.

"Parents Meeting" means a meeting conducted at an Exchange or school with parents, involving discussion on the problems of vocational choice of their wards.

"Placing" means an employer's acceptance of a person into a remunerative job through the Employment Exchange. This includes:

acceptance by employers of applicants submitted by Exchanges for training/apprenticeship with the object of their becoming paid employees on completion of their training apprenticeship.

"Prescribed Procedure" means the procedure agreed upon by the Government of India and the Governments of States and laid down in the Manual of Instructions and such other instructions as may be issued from time to time by the appropriate authority.

"Pre-Submission Interview" means a brief interview with an applicant conducted prior to his submission against a specific vacancy **for the purpose of** explaining the terms and condition of work, obtaining, willingness, assessing suitability and for giving guidance on matters pertaining to selection by the employer.

"Private Sector" means the economic activity wholly controlled and managed by private enterprises.

"Professional and Executive Standard Applicants and Vacancies" means respectively applicants possessing and vacancies requiring, qualification or experience of an administrative, executive, supervisory, managerial, higher technical, scientific or professional nature.

"Proof of Placing" means any communication, or record or information (e.g. from X-10, X-83, a signed statement of an Employment Officer, etc.) which provides evidence of placing effected by an Employment Exchange.

"Public Sector" means the activity wholly or substantially controlled by Government or regulated by an Act of Parliament or State legislature. This sector includes establishments under the Central and State Governments, Quasi-Government establishments and Local Bodies.

"Quasi-Government Organisation" means an autonomous organisation or body which is controlled by the Government, i.e. an organisation whether wholly or substantially financed by Government.

"Registration" means the process of recording the particulars of an employment seeker according to prescribed procedure with a view to rendering him employment assistance.

"Registration Guidance" means brief counselling given to an applicant at the time of registration.

"Renewal of Registration" means the process of extension of the period for which registration is valid for purposes of rendering employment assistance.

"Repeat Registration" means the re-registration of an applicant placed in employment in the course of the same month, the second and subsequent registrations being considered as repeat registrations.

"Re-Registration" means the registration of an applicant who was previously registered at the same Exchange or at any other Exchange.

"Shortage Occupation" means an occupation in which the demand for persons exceeds the supply.

"Speculative Submission" means the submission of particulars of an applicant to a potential employer, prior to the notification of a vacancy, with the expectation that the employer, will engage the applicant.

"Speculative Vacancy" means a vacancy which is brought to the notice of an Exchange other than by notification by the employer and against which the Exchange proposes to make speculative submissions.

"Submission" means the introduction of an applicant or the forwarding of his particulars to an employer for consideration against a notified, advertised or speculative vacancy.

"Training Admission" means finding a person's admission in a Training Centre/Institution or in apprenticeship which does not guarantee remunerative employment at the end of the training course.

"Vacancy Exchange" means the Exchange in whose area the vacancies exist and which is responsible for raising an Order Card for them and statistically accounting for them.

NOTE- In the case of vacancies where the place of work is not known, or is not definite, the Exchange in whose area the employer is located will be the vacancy Exchange.

"Vocational Guidance" means assistance given to an individual in solving problems related to vocational planning and to occupational choice and profess with due regard for the individual's characteristics and their relation to occupational opportunities.

CHAPTER-III

EMPLOYMENT EXCHANGE INSTURCITONS

The National Employment Service Manual

3.1 All instructions of a permanent or semi-permanent nature will be embodied in the National Employment Service Manual(N.E.S.M.). The Manual is the primary authority of the National Employment Service in matters pertaining to Employment Exchange policy and procedure.

Employment Exchange Minutes

3.2 In addition to instructions contained in the Manual, Employment Exchanges are addressed on incidental matters and procedural instructions as and when required. This is done through the medium of Employment Exchange Minutes(EEMs). EEMs contain a reference number at the top right-hand corner.

This indicates the serial number of the EEM of the year/year of issue/part and chapter of the manual to which it relates. The EEMs should be filed chapter-wise in accordance with the serial number. All EEMs are reviewed by the Directorate General of Employment and Training once a year and a list of current EEMs issued. EEMs that are cancelled should be removed and filed separately for purpose of emergency reference.

Book Record of Instructions received.

3.3 To check the receipt and proper distribution of the instructions mentioned above a 'Record of Instructions received and Distributed' should be maintained in the form given below:-

Record of Instructions Received and Distributed

Date of receipt	E.E.M.No.	Subject	
(1)	(2)	(3)	
No. of copies received By the Exchange	Name and Designation of recipient	DISTRIBUTION	
		Date	Signature Of recipient
(4)	(5)	(6)	(7)

If any instruction is not received, the Directorate General should be addressed immediately.

Distribution and Disposal of Instructions

3.4 The E.E.Ms referred to above will be distributed by the Director of Employment Exchanges in accordance with the needs of each Exchange. Copies distributed to officers should be regarded as personal copies and on transfer to another Exchange, the officer should take his personal set with him. In the event, however, of an officer leaving the Employment Service, these documents should be handed over to the head of his office for use by his relief. Requests for extra copies of instructions when made of D.G.E.&T. should be supported by reasons for the demand and forwarded through the usual channels.

Responsibility for Maintenance and Security.

3.5 Officers should see that their personal sets of instructions are properly maintained and kept up to date. The

Employment Officer-in-charge of an Exchange should make it his responsibility to see that the office copy/copies and those of his staff are also kept up-to-date. All instructions issued by the DGE&T are for official use only and should not be disclosed to the public without permission of the State Director.

Responsibility for Implementation

3.6 It is the duty of the Employment Officer-in-charge of each Exchange to ensure that all instructions are fully understood and implemented by his staff. Difficulties in the interpretation of instructions should be referred to the State Director of Employment.

CHAPTER-IV

STANDARD EMPLOYMENT EXCHANGE FORMS

Authorised Forms and their Use

4.1 A list of authorized Standard Employment Exchange forms is given in para 4.4 below . Against each will be found a brief note indicating the purpose for which the form should be used. Improvised alternative or additional forms should not be brought into regular use without the approval of the D.G.E&T . Specimen copies of Standard Employment Exchange Forms are given in Volume II, Appendix I(1).

4.2 While addressing employers or applicants, forms in English, Hindi or the regional language should be used as prescribed by the State Government. All forms in English, and/or in any other language, which are considered appropriate for printing will be printed and supplied by the State Director. No alteration, addition or amendment to the Standard Forms will be introduced by any Government without the prior approval of the Working Group referred to in para 1.15.

Procurement of Forms

4.3 All Exchanges should obtain their requirements of forms according to instructions issued by the State Directorates.

4.4 List and Description of Standard Employment Exchange forms including Statistical Proformae.

Those Employment Exchanges which are using Computer for registration purpose, will make use of X-1 Card.

Employment Exchanges which are not using Computer for registration will make use of following X-1A, X-1B and X-1C Cards according to level of qualification possessed by job seekers.

- | | |
|------|---|
| X-1 | An 'Index Card' for recording registration details of jobseekers in Employment Exchanges which are using Computer for registration. |
| X-1A | An 'Index Card' issued for recording registration details of applicants belonging to unskilled category (below Matric/High School). |
| X-1B | An 'Index Card' used for recording registration details of educated applicants (fresh matriculates/high school, higher secondary, intermediate, graduates, classified in X Division). |
| X-1C | An 'Index Card' used for recording registration details of professional, technical and skilled persons, and post-graduates. |
| X-2 | An 'Order Card' (envelope) used for recording details of vacancies notified by employers and filing correspondence pertaining to the vacancies. |

X-2A	A continuation form for use along with X-2.		vacancy is desired by the employer.
X-10	An 'Identity Card' given to the applicant as proof of registration by those Exchanges which are using Computer for registration.	X-42	A card used to advise an applicant that a vacancy, for which he appears suitable, has occurred. The card can be used either to seek his consent for submission or to inform him that his particulars have been sent to the employer.
X-10A, X-10B, X-10C	An 'Identity Card' given to the applicant as proof of registration at the Exchange which are not using Computer.		
X-12	A form for collection of information concerning institutional training.	X-43	A card used when inviting an applicant to call at an Exchange for submission or other type of interview.
X-13	A form for collection of information about apprenticeship training facilities.	X-45	A card used to acknowledge receipt of vacancies notified by employers.
X-16	A form used for forwarding vacancies to other Exchanges or to the Central Employment Exchange or to the Employment Co-ordination Office for circulation.	X-46	A letter used for intimation to an applicant while making postal submission.
X-17	A form used by the Central Employment Exchange/ Employment Co-ordination Office/ Employment Exchange for notifying amendments/ withdrawals, fillings or cancellations of vacancies circulated by them	X-47	A reply sent to a Government employer who either verbally or in writing requests that his nominee be submitted against a vacancy which he has notified.
X-18	A form used by Exchanges for: (a) notifying to the Central Employment Exchange/ Employment, Co-ordination Office amendments, filling or cancellation of vacancies in circulation; and (b) advising periodically the Central Employment Exchange/ Employment Co-ordination Office that continued circulation of a	X-49	A reply sent to a Government employer certifying that no suitable applicant is available for submission against the vacancy notified by him and also requesting him to re-notify the vacancy, in case he decides to relax the terms and conditions
		X-52	A letter addressed to a Government employer(or a Quasi-Government employer or Local Body who desires preferential treatment to be accorded to an applicant or to a group of applicants in contravention of

article 16(2) of the Constitution.

X-56	A running record of Index Cards removed from the Live Register.	X-76	A letter addressed to an employer seeking verification of the service particulars of an applicant who claims to be his ex-employee but not in possession of any documentary evidence.
X-58	A covering letter used when forwarding a list of applicants to an employer.	X-78	A card inviting an applicant to explain why he declined the offer of appointment made by an employer on the recommendation of the Exchange.
X-59	A follow up letter to X-58 asking employers for result of submissions made.	X-78B	A letter to an applicant to explain the reasons for non-response to call letters twice/declining the offer of submission three times.
X-62	A covering letter to form X-10A/B/C when it is sent by post to an applicant.	X-79	An acknowledgement card inviting a persons not yet registered to call at the Exchange for an interview with a view to registering him.
X-63	A book register containing a running record of registrations.	X-80	A form used to forward particulars of applicants, against circulated vacancies to CEE/Employment Co-ordination Office/Other Exchange.
X-64	A book register containing a running record of orders placed with the Exchange.	X-82	A covering letter sent along with the particulars of applicants asking the employer to indicate which of the applicants have been selected.
X-66	A letter addressed to an employer inviting him to consider employing an applicant whose particulars are recorded on the reverse of the form.	X-83	A proforma on which is recorded the particulars of applicants submitted in bulk to an employer.
X-67	A letter used to advise an Exchange which is holding a secondary Index Card regarding changes in particulars, lapsing of registration, etc.	X-85	A standard letter used for bringing to the notice of an employer coming within in the purview of the Employment Exchange (Compulsory Notification of Vacancies) Act, 1959, the provisions of the Act regarding notification of vacancies and rendition of quarterly/biennial
X-68	A letter addressed to an employer reporting inability on the part of the Exchange to submit suitable applicants against the vacancies notified by him and seeking his concurrence for cancellation of the vacancies.		
X-75	A letter used to advise an applicant that he has been selected by an		

X-87	returns. A standard letter used, when reminding the employer coming within the purview of the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959, who has failed to render quarterly/biennial return.	ER-I	Quarterly employment return to be rendered to the local Employment Exchange by all establishments in the Public Sector and all private establishments covered under the EM-I programme.
X-88	A standard letter used for bringing to the notice of the employer coming under the Employment Exchanges(Compulsory Notification of Vacancies)Act, 1959, the omissions/discrepancies in returns submitted by him.	ER-II	Biennial occupational return to be rendered to the local Employment Exchange by all establishments in the public sector and all private establishments covered under the EM-I programme.
X-89	A standard second reminder to the employer coming within the purview of the Employment Exchange(Compulsory Notification of Vacancies) Act, 1959, who fails to render quarterly/biennial return pointing out that the failure to render the return will attract penalty under Section 3(ii) of the Act.	EE (CNV)-1	Quarterly summary of statistics of work done in connection with the EE(CNV)Act, 1959.
		EE (CNV)-2	Annual summary of statistics of work done in connection with the EE(CNV)Act, 1959.
		C.G.R Form	Annual return regarding Census of Central Government employees as on 31 st March of year.
Form used for notification of Vacancies	A form used for notification of vacancies to the Employment Exchange, both by Act and Non-Act establishments. The form is prescribed under E.E. (CNV) Rules, 1960.	V.G.-I	A card envelope used for recording details of guidance and related matters and for filing papers pertaining to them.
EM-I	An Employer's Card(envelope used for recording details of employers and for filling papers pertaining to them).	V.G.-IA	"Personal Information Form" used in connection with individual guidance for recording details useful for appraising the applicant's vocational fitness.
EM-IA	A continuation form used along with EM-I for recording details of contact with employer.	V.G.-IF	A service unpaid card used by guided applicants for further assistance or information.
EM-2	A book record of employers covered under EM-I Programme.	V.G.63	A running record of applicants guided individually.
		V.G.64	A running record of applicants participating in group discussions

	participating in group discussions.		
V.G.65	A running record of persons seeking individual information.	E.S.2.2 (Annual)	Trade-wise distribution of Ex-ITI trainees and full term apprentices on Live Register together with registrations and placements made by N.C.O
V.G.66	A running record of visits of Employment Officer to educational institutions.	E.S.2.3 (Half-yearly)	Registrations, Placements, Live Register and Submissions made in respect of minority communities.
V.G.67	A running record of training admission/apprenticeship.	E.S.2.4 (Half Yearly)	Work done in respect of Scheduled Caste/Scheduled Tribe/ OBC Applicants.
V.G.68	A running record of work done in Registration Guidance.	E.S.2.5 (Half Yearly)	Work done in respect of all physically handicapped applicants etc.
V.G.69	A running record of review of old cases.	E.S.2.6 (Annual)	Work done in respect of displaced persons(migrants from East Pakistan and repatriates from Burma and Sri Lanka).
<u>E.S. I.1</u> (Monthly)	Statistical Returns Registrations, Placements, Submissions, Live Register, Vacancies Notified etc.	E.S.2.7 (Half Yearly).	Promotion of Self Employment in rural and urban areas
E.S.1.2 (Annual)	Vacancies notified, filled, cancelled, outstanding and number on Live Register by Sex and NCO in respect of Total, Women, SC, ST, OBC & relating to Disabled persons applicants (Annual).	E.S.3 (Quarterly)	Work done in respect of Vocational Guidance and Employment Counselling programme category-wise (Total all category, SC, ST, OBC, PH & Women) .
E.S.1.3 (Annual)	Vacancies notified, filled, cancelled and outstanding by sectors.	C.P.-I (Quarterly)	Return for furnishing information regarding vacancies notified for Bulletin on Job Opportunities in India.
E.S.1.4 (Annual)	Number of applicants on Live Register by age, sex and educational levels.		
E.S.1.6 (Annual)	Number of Vacancies reported by Establishments as unfilled due to shortage of suitable applicants with reasons, therefore.		
E.S.2.1 (Half Yearly)	Educated applicants (All categories, women, SC/ST, OBC) registered, placed and number on Live Register by educational level.		

CHAPTER- V

NATIONAL INDUSTRIAL CLASSIFICATION

Industrial Classification

5.1 In order that information regarding employment and unemployment in various sectors of economy be more specifically known, National Industrial Classification of all economic activities has been prepared by the Government of India being used by its various fact finding agencies. This classification is called the "National Industrial Classification".

5.2 Code numbers have been devised for each industrial group on what is known as the 'digit' system for use in Employment Exchange records. This system is related to international usage as recommended by the I.L.O Employment Officers must study the National Industrial Classification system so that they may be able to classify the vacancies industrially.

5.3 It is important that the concept of industry should not be confused with that of occupation, 'Industry' means that sector of economic activity in which the earner is, or was engaged, e.g., textile industry, automobile industry etc., whereas the 'occupation' describes the exact function that an individual performed in that sector, e.g., filter, carpenter, etc.

Classification of order Cards/Vacancies.

5.4 The National Industrial Classification code number, appropriate to the economic activity of the employer who notifies the vacancy, should be entered against, the item N.I.C on the top right hand corner of the front page of Order Card(X-2).

5.5 The system that has been followed in the construction of National Industrial Classification code has been outlined in

the 'Explanatory Note' given in the "National Industrial Classification". The Principles to be observed in the Industrial Classification of applicants, employers and vacancies have also been given there in detail with illustrative examples. Employment Officers and other members of the staff should make themselves fully familiar with these numbers and ensure that appropriate and correct industrial codes are allotted to Order Cards.

CHAPTER VI

OCCUPATIONAL CLASSIFICATION

The N.C.O and its uses

6.1 The performance of the placement function as also the statistical accounting of manpower data in the Employment Service essentially demands a systematic classification of occupations in the world of work. It is with this end in view that a National Classification of Occupations (Occupational Dictionary) has been prepared. The National Classification of Occupations (N.C.O.) has been prepared on the basis of an International classification system recommended by the I.L.O. It classifies, defines and describes the various occupations available in the country giving the standard and alternative occupational titles. The International code structure for classifying occupations has to some extent been modified by a Committee of Experts, to suit Indian conditions. The definitions in the N.C.O give the overall functions and operations performed by the worker generally, in the order of sequence including the tasks which the worker may also do in addition to his normal duties. They also indicate the special knowledge regarding the particular as well as allied occupations which the worker in that occupation may possess by virtue of his professional qualifications and experience. All this information provided in the publication is of particular help to Employment Officers in:

- (i) classifying applicants who call for employment assistance;
- (ii) classifying vacancies notified by employers;
- (iii) matching suitable applicants against demands;

- (iv) assessing the comparative skill and knowledge of workers within the same occupation
- (v) reporting statistical data concerning the employment market; and
- (vi) classifying occupational literature.

6.2 The occupational classification system is also of great importance in the analysis of data relating to employment, unemployment, under-employment, labour force statistics, migration, training, work study, occupational hazards, etc.

6.3 Apart from the use made of the N.C.O. by the Employment Service, other agencies such as the Registrar General of India, Planning Commission, National Sample Survey Organisation, Central Statistical Organisation, Institute of Applied Manpower Research, etc. and industrial establishments are also making increased use of this classification system.

Concept of Occupation

6.4 The following definition of an occupation was adopted by the 6th International Conference of Labour Statisticians:

"An occupation is a trade, profession or type of work performed by an individual irrespective of the branch of the economic activity to which he is attached."

The same concept of an occupation has been adopted in the National Classification of Occupations. The Occupation of any person is the kind of work, which he performs. The nature of the

factory, business or service in which the person is employed has, however, no bearing upon the classification of the occupation. It is a person's occupation independent of his industrial association that is important in an occupational classification. There is, therefore, a clear distinction between an occupational classification and an industrial classification. The former embraces what an individual does, in the economic structure of the industry. A man's occupation is the type of work he performs. His industry is the type of commodities/services, which his employer produces. For instance, a carpenter may work in the shipbuilding industry, the food processing industry or a steel plant, but by occupation, he will be a carpenter.

Principal Technical Terms

6.5 It may be useful to understand the following technical terms while learning the use of the N.C.O :

- (i) **Position:** A worker performing a number of closely related tasks in any particular establishment is said to be holding a 'position'.
- (ii) **Job:** A number of similar "Positions" in a particular industry/establishment combine together to form a "Job".
- (iii) **Occupation:** Similar jobs spread all over the country in different industries/establishments form an "Occupation." In the N.C.O., it represents the average picture of work performed in that occupation throughout the country.

To illustrate, Sri X occupies a 'Position' of Assistant Employment Officer in an Employment Exchange (performing a

number of tasks), two other persons who are employed in the same capacity in that office make it a total of three 'Positions.' The three 'Positions' grouped together are a 'Job.' The occupation of an Assistant Employment Officer is a group of similar 'Jobs' found in all Employment Exchanges in India. The term 'separate job' is often used interchangeably with the term 'occupation.' Thus it may be said that there are about three thousand 'separate jobs' or 'Occupations' in India as classified in the N.C.O. There are of course many more times the number of jobs and there are as many 'Positions' as there are employed workers in the country.

(iv) **Family:** A 'Family' is the smallest group in the N.C.O comprising of a number of similar or related occupations.

(v) **Group:** A number of such families which are closely, related or are similar, combine together to form a 'Group' of the N.C.O.

(vi) **Sub-Division:** A number of such 'Groups' which are closely related or are similar combine together to form a " Sub-divisions" of the N.C.O.

(vii) **Division:** Similar ' Sub-divisions ' of occupations have been arranged together to form different 'Divisions' of the N.C.O A Division is the broadest classification of allied occupations.

(viii) **Skill Level:** This is a function of the complexity and range of the tasks and duties involved.

(ix) **Skill Specialisation** – this shows the field of knowledge required, the tools and machinery used, the materials worked on and the kinds of goods and services produced.

(x) **Standard Title:** 'Standard Occupational Title' is the name or designation by which the Occupation is commonly known in the country and is easily understood by everyone. This is indicated in bold letters in the N.C.O. If an occupation is known by other names also in some parts of the country, these names are regarded as alternative names or 'Alternative Titles' in the N.C.O which are indicated immediately after the standard title.

(ix) **Definition:** A narrative description of the content of an occupation giving an idea of the work performed, explaining what the worker does, how he does it, why he does it, and what he may perform in different positions or in different places of work.

Coverage of N.C.O and Classification System

6.6 All civilian occupations so far identified in the country have been grouped in a hierarchic system. In this system, Occupations have been grouped into Occupational Families, the families being grouped into Occupational Groups, which in turn are grouped into Occupational Sub-divisions and Occupational Sub-divisions are grouped together in to Occupational Division.

6.7 The basic principle adopted in the grouping or classification of occupations in the N.C.O is the skill level involved in performance of the occupation and similarity of the work performed.

6.8 In the N.C.O occupations with similar characteristics of work and requiring similar level of skill for their performance are grouped together and they are more closely related to one another in any particular Family, Group, Sub-division or Division than occupations outside it. The

classification of an occupation in a particular Division, Sub-division, Group and Family gives an idea of the type of tasks and the level of skill, which are expected of the worker. That is to say, the very classification throws light on the nature of work & skill involved in the occupation. The classification of the occupations is on the basis of the nature of the task performed and not on the basis of industry, in which it is found. A carpenter has been defined only once along with other carpenters. In fact a carpenter is found in the 'Railways, Ship-yard, Coach Building Industry, Construction Work, etc. The occupations have not been defined by industries. An effort has, in fact, been made to avoid use of titles suggestive of particular industry. Nevertheless, some Groups or Families had to be described in words similar to these used in the Industrial Classification, for want of better terminology.

6.9 Apart from what has been stated above, it may be found that two or more occupations are sometimes very much similar to each other and no significant training and /or experience is required for transferring a worker from one to the other. They, have, therefore, been profitably combined together under one occupational title and code.

6.10 The occupational hierarchy in this classification system runs upwards from Occupations to Families, Groups, Sub-divisions and Divisions. A number of similar Occupations are grouped under one Family. A number of Families of allied occupations are combined into Groups, a number of related groups are combined into Sub-divisions and a number of related Sub-divisions assigned to Divisions. The National Classification of Occupations has at present 10 Divisions consisting of 30 occupational Sub-divisions distributed into

116 Occupational Groups divided into 439 Families; under each Family is a number of individual occupations, which at present come to 2945 occupations.

Code Structure

6.11 A numerical coding system is adopted in the N.C.O. The code number of each Occupation consists of 5 digits, formed in the following manner:-

- i. Each Division is assigned a single digit code number as 1, 2, 3 etc. In the tenth Division, which is a supplementary Division for workers not classifiable by occupations, the code given is 'X'
- ii. As each Division is divided into a number of Sub-divisions, each of these Sub-divisions within the Division has a two digit code number. As the Sub-divisions have been further divided into Groups, each Group has got a three digit code number. Each Group has further divided into Families, each Family has got a four digit code.
- iii. For occupations within the Family, two more digits are added, thus making a six-digit code number. The allocation of a six-digit code number for an occupation is illustrated below:-

Aggregation	Title	Code Number
Division	Clerks	4
Sub-division within the Division	Office Clerks	41
Group within the Sub-division	Secretaries & Key board Operating Clerks	411
Family within the Group	Secretaries	4115
Occupation within the family	Private Secretary	4115.10

iv. The last two digits of the code numbers for individual occupations within a Family are numbered in sequence like 10, 15, 20, 25 etc. usually leaving Intervals of five or ten between numbers, depending on the number of Occupations to be accommodated within the family. Shorter intervals are occasionally given between the code numbers of two consecutive occupations to indicate that the relationship between the two occupations is closer than that between the other occupations in the family. Similarly larger intervals are sometimes left between code numbers to indicate that these occupations are less closely related than the other occupations in the Family.

6.12 There are a few coding conventions which are employed to give some indication of the nature of the occupations within the families concerned. They are explained below:-

i) “Professionals” and “Technicians & Associate Professionals” have been included in the Division 2 and 3. They have been assigned separate Sub-divisions in the appropriate categories.

Professionals: Professionals increase the existing stock of knowledge, apply scientific or artistic concepts and theories, teach about the foregoing in a systematic manner, or engage in any combination of these three activities. Most occupations in this division require skill at the fourth skill level.

Technicians and Associate Professionals:

Technicians and associate professionals perform mostly technical and related tasks connected with research and the application of scientific or artistic concepts and operational methods, and government or business regulations, and teach at certain educational levels. Most occupations in this Division require skills at the third skill level.

(ii) The prefixes A, B and C have been used for the classification of Apprentices, Foremen/Supervisors and Instructors respectively.

Apprentices, learners and trainees, including such of the trainees who have to undergo training partly within the enterprise, establishment, factory, etc., and partly in a school or institution, as in the case of apprentices under the Apprentices Act, 1961, are classified by prefixing 'A' to the occupational code, Apprentices, learners, trainees, etc., in professional occupations (such as Law, Chartered Accountancy, Engineering, Pharmacy, etc.) are to be classified likewise.

Foremen/Supervisors whose duties are chiefly supervisory, or involve the application principally of practical skills similar to those of workers supervised, i.e., those who participate actively in the same

work as that performed by the workers supervised are classified according to the occupation of workers supervised with a prefix 'B'. A few examples of workers performing supervisory functions are: head waiter, principal book keeper, typing pool supervisor, principal steward, chief information assistant, principal analyst, etc. These workers are all engaged on the same type of work as is performed by the workers supervised; hence their Occupational code number is the same as that for the workers supervised with the prefix 'B'.

Such supervisors are distinct from those classified as Clerical Supervisors, like Section Officer (3431.10) or as Sales Supervisors, Wholesale Trade (5220.10), Sales Supervisors, Retail Trade (5220.15). In these cases 'B' will not be prefixed as these supervisors have a independent code number.

Instructors in charge of in-plant training, as distinguished from institutional training are classified according to the occupation of trainees/apprentices instructed with a Prefix 'C' Lecturers, Professors, etc. teaching in institutions like colleges, universities, etc. are classified under Teaching Professionals (Sub-division 23). Thus a Surgeon, Mechanical Engineer or an Economist engaged in teaching in a university or college will be classified under Family 2310 and not under the occupational families relating to Surgeons, Mechanical Engineers or Economists.

(iii) The N.C.O classifies Shop-floor Supervisors and Foremen along with Operatives in their particular fields in Division 7 & 8. All such Supervisors and Foremen have been classified in the respective occupational groups in a separate Family, represented by digit '8' at the unit

place in the four digit code numbers. They are all round men, who supervise a number of workers engaged on a wide range of tasks and functions. For example Supervisor and Foremen Plumbing is allotted independent code number 7138.30 as they supervise workers engaged in plumbing, Plumber is given code number 7136.10 similarly Electrical Supervisor, Wiring is allotted independent code number 7138.40 whereas the code for Wireman whose work is supervised by him is 7137.20. These personnel are responsible for accomplishing a complete job or manufactured article requiring one or more production processes, etc.

The latter type of 'Supervisors' are basically experienced workers, who often rise to supervisory positions.

Occupational Content of the Divisions into which Occupations have been Coded in the N.C.O.

6.13 (i) LEGISLATORS, SENIOR OFFICIALS AND MANAGERS (Division-1)

Legislators, Senior Officials and Managers determine, formulate, direct or advise on government policies, as well as those of special- interest organisations, formulate laws, public rules and regulations, represent governments and act on their behalf, oversee the interpretation and implementation of government policies and legislation, or plan, direct, co-ordinate the policies and activities of enterprises or organisations, or their internal departments sections.

(ii) PROFESSIONALS(Division-2)

Professionals increase the existing stock of knowledge, apply scientific or artistic concepts and theories, teach about the foregoing in a systematic manner, or engage

in any combination of these three activities. Most occupations in this division require skill at the fourth skill level.

(iii) TECHNICIANS AND ASSOCIATE PROFESSIONALS (Division-3)

Technicians and associate professionals perform mostly technical and related tasks connected with research and the application of scientific or artistic concepts and operational methods, and government or business regulations, and teach at certain educational levels. Most occupations in this Division require skills at the third skill

(iv) CLERKS(Division-4)

Clerks record, organise, store, compute and retrieve information related to the work in question, and perform a number of clerical duties especially in connection with money-handling operations, travel arrangements, requests for information, and appointments. Most occupations in this division require skills at second skill level.

(v) SERVICE WORKERS AND SHOP AND MARKET SALES WORKERS (Division-5)

Service workers and shop and market sales workers provide personal and protective services related to travel, housekeeping, catering, personal care, or protection against fire and unlawful acts, or they pose as models for artistic creation and display, or demonstrate and sell goods in wholesale or retail shops and similar establishments, as well as at stalls and on markets. Most occupations in this division require skills at the second skill level.

(vi) SKILLED AGRICULTURAL AND FISHERY WORKERS (Division-6)

Skilled agricultural and fishery workers grow and harvest field or tree and shrub crops, gather wild fruits and plants, breed, tend or haunt animals, produce a variety of animal husbandry products, cultivate, conserve and exploit forests, breed or catch fish and cultivate or gather other forms of aquatic life in order to provide food, shelter and income for themselves and their households. Most occupations in this division require skills at the second skill level.

(vii) CRAFT AND RELATED TRADES WORKERS (Division-7)

Craft and related trades workers apply their specific knowledge and skills in the fields of mining and construction, form metal, erect metal structures, set machine tools, or make, fit, maintain and repair machinery, equipment or tools, carry out printing work as well as produce or process foodstuffs, textiles, or wooden, metal and other articles, including handicraft goods.

The work is carried out by hand and by hand powered and other tools, which are used to reduce the amount of physical effort and time required for specific tasks, as well as to improve the quality of the products. The tasks call for an understanding of all stages of the production process, the materials and tools used, and the nature and purpose of the final product. Most occupations in this division require skills at second skill level.

(viii) PLANT AND MACHINE OPERATORS AND ASSEMBLERS (Division-8)

Plant and machine operators and assemblers operate and monitor industrial and agricultural machinery and equipment on the spot or by remote control, drive and operate trains, motor vehicles and mobile machinery

and equipment, or assemble products from component parts according to strict specifications and procedures.

(ix) ELEMENTARY OCCUPATIONS (Division-9)

Elementary occupations consist of simple and routine tasks which mainly require the use of hand-held tools and often some physical effort. Most occupations in this division require skill at the first skill level.

(x) WORKERS NOT CLASSIFIED BY OCCUPATIONS (Division-X)

Workers classified in this Division are those persons seeking employment who have not received any professional, technical or vocational training or work experience; persons reporting occupations that can not be identified; persons reporting occupations not sufficiently described to permit classification and workers not reporting any occupation. Excluded are those persons seeking employment only in specific occupations.

How to locate an Occupation in the N.C.O.

6.14 To facilitate speedy location of an occupation in the N.C.O , it is essential that the occupational classification system and the code structure should first be mastered. It is also necessary that the nature and field of work and basic requirements of occupations are known, on the basis of this knowledge, first the division should be located, secondly the sub-division, thirdly the group, forthly the family and finally the occupation. For instance, the occupation of a Tool Maker who is a skilled craftsman would be available under Division 7 (Craft and Related Trades Workers), Sub-division 72(Metal, Machinery and Related Trades

Workers), Group 722(Blacksmiths, Tool Makers and Related Trades Workers) Family 7222 (Tool Makers and Related Workers) and finally at the code No. 7222.20. The occupation of an Accounts Clerk who belongs to the clerical category will obviously be under Division 4 (Clerks), in Sub-division 41(Office Clerks) in Group 412(Numerical Clerks) and in Family 4121(Accounting and Book keeping Clerks) at Code No. 4121.20. The occupation of a watchman which is an elementary occupation will, therefore, be in Division 9 (Elementary Occupations) under Sub-division 91 (Sales and Service Elementary Occupations) in Group 915 (Messengers Porters, Door Keepers and Related Workers), in Family 9152 (Door Keepers, Watchpersons and Related Workers) at Code No. 9152.20 Likewise, the Code No. of Motor Mechanic Helper which is low-skilled worker carrying out routine tasks would be available in Division 7 in Sub-division 72 in Group 723, in Family 7231 and since this is operative type of work, they would be available at 7231.90.

6.15 There are certain types of unskilled workers not elsewhere specifically classified in the N.C.O and who may have worked in more than one industry. They should be placed, for purposes of classification under Sub-division X1 (Workers Reporting Occupations Unidentifiable or Unclassifiable) in Group X10 (Workers Reporting Occupations Unidentifiable or Unclassifiable) and being coded in Family X100(Workers Reporting Occupations Unidentifiable or Inadequately Described).

6.16 The use of the code number in the N.C.O meant for residuary occupations should only be resorted to after a thorough search has failed to locate a code number to suit the occupation concerned.

Use of Division X-workers not Classifiable by Occupations.

6.17 Applicants are registered on the basis of vocational, professional qualifications, training or work-experience. If an applicant does not possess significant work-experience for specific vocational or professional training, he cannot be registered under Division 1 to 9. Besides, there are persons engaged in occupations which are unidentifiable unclassifiable and others who do not provide information about their occupations. All these types of persons should be classified under Division 'X'.

6.18 It will be recalled that a large majority of persons seeking employment assistance are those who do not possess professional or vocational training or adequate work-experience and therefore the number of applicants registered under Division 'X' will be large. The resultant separation of such applicants and grouping them under one Division viz 'X' is considered essential so that analysis of the Live Register will clearly show the number of experienced or occupationally trained registrants as distinct from those who are untrained. The following points should be noted by Employment officers in matters of registration of applicants under Division 'X':-

- (i) The classification of applicants under the Division 'X' should be on the basis of educational qualifications. They should be registered for 'General Vacancies' and not for specific occupations; that is to say, candidates registered for general vacancies would form a pool from which submission should be made against vacancies for which they are suitable by virtue of their qualifications.

- (ii) Applicants who possess technical qualifications or have undergone vocational or pre-employment training should be registered in the appropriate trades and not in the X-Division (excepting those who are not willing to be considered for the occupations for which they are so qualified).
- (iii) Applicants who possess job-experience should be registered in the appropriate trades and not in the X-Division (excepting those who do not wish to be considered for occupations in which they have such experience). While job-experience for a period of at least six months should normally be necessary to consider an applicant as 'experienced candidate', even those who have worked for less than six months can be considered as experienced candidates provided, the nature of the occupation in which they were engaged is such that a shorter period of experience is considered adequate for reasonable proficiency in that occupation.
- (iii) Division 'X' is meant for classifying applicants and not for classifying vacancies or Order Cards.

Importance of Correct Occupational Classification

6.19 The importance of correct occupational classification on Index Cards and Order Cards is the key to effective placing and accurate statistical work and should be done by careful and intelligent use of the N.C.O. For facilitating work and for ready reference an Index giving the titles of occupations in alphabetical order indicating

the code numbers both for the NCO-2004 and NCO-68 is given at the end of the N.C.O. Care should be taken to see that this alphabetical index is used only as an aid to the technique of allotment of occupational code numbers as given in para 6.14 above.

Identification and Classification of New Occupations

6.20 The coverage of the N.C.O is by no means complete. New occupations arise and changes in existing occupations take place from time to time owing to technological changes in the economy, Jobs also change sufficiently to make definition of occupations published in the N.C.O unsatisfactory for operating functions of the Employment Service. Employment Officers who are in day-to-day touch with the applicants and the employers are likely to come across a number of occupations, the definitions of which are not in conformity with those given in the N.C.O . Consequently, an accurate classification of applicants and vacancies in such occupations becomes difficult. The following procedure is, therefore, laid down with a view to overcome these difficulties.

6.21 Whenever an Employment Officer in the course of interviewing applicants, receiving vacancies, visiting employers or otherwise comes across an occupation not included in the N.C.O, the particulars should be forwarded in duplicate to the State Director in the form given in Volume II Appendix I (2). The State O.I. Unit should then examine these details with reference to the N.C.O . In case the appropriate classification for the occupation so reported exists in the N.C.O., the form should be returned to Employment Exchange indicating the appropriate code number. If no appropriate classification exists in the

N.C.O., the State O.I. Unit should forward the forms to the D.G.E.&T. along with their comments under intimation to the Employment Exchange concerned. The D.G.E&T will allocate a specific code number for the occupation and also release its definition for being incorporated in the N.C.O.

CHAPTER VII

REGISTRATION OF EMPLOYMENT SEEKERS

Eligibility

7.1 All citizens of India resident in the country are eligible for registration at the Employment Exchanges for employment assistance. Subjects of Nepal, Bhutan and persons of Indian origin who have migrated from Pakistan, Burma, Sri Lanka and East African countries of Kenya, Uganda, Tanzania, Zambia, Malawi, Zaire, Ethiopia and Vietnam with the intention of permanently settling in India also are eligible for registration. Similarly, Tibetan refugees who came over to India before 1st January, 1962 with the intention of permanently settling in India are eligible for registration. Other foreign nationals resident in India can be registered, provided there is no prohibition against employing them under the local laws and regulations, or other orders sanctioning their stay in country. If an applicant belonging to any of the registerable categories applies from outside India for employment assistance, he shall be informed that so long as he resides outside India, it would not be possible to render him employment assistance.

7.2 Applicants above the age of 14 years are eligible for registration but there is no maximum age limit prescribed for registration. Applicants, whose chances of getting employed are remote, being too young or too old, apply for registration the position should be tactfully explained to them and they should be discouraged from registering themselves. If they still insist, they may be registered after obtaining a written statement to the effect that though their chances of employment are remote they still desire to be registered, which will be kept in the record.

7.3 The Employment Service is a free Service and no fee shall be levied for the services rendered.

Place of Registration

7.4 Applicants, unless specially exempted by the State Director or the Director General, shall be registered at the Employment Exchange in whose jurisdiction they normally reside.

Hours of Registration

7.5 The registration of job seekers would be allowed during all the working hours of the working day. A notice to this effect may be displayed suitably for the information of visitors.

Procedure for Registration at Employment Exchanges

7.6 The registration process should start with the Employment Officer and not with clerks. Since the impression created among the applicants at the time of their first contact with the Employment Exchange generally influences their attitude, the impact of the registration procedure, where the first contact is with the Employment Officer, will help to create great confidence and goodwill among them.

7.7 At the commencement of each day, the applicants who have collected at the Exchange for registration will be given a brief talk by the Employment Officer in which the services rendered to the applicants including registration and renewal procedure, employment trends, job opportunities, shortages and surpluses of manpower, training facilities, educational courses, etc. will be briefly explained with a view to motivate the applicants and reorient their approach. The contents of this short talk may be modified from time to time to suit the requirements of majority of the participants. In smaller Exchanges, where

there may not be enough applicants to form a group, or, where applicants call on one by one almost through-out the day, the information should be given individually. Wherever possible, educated fresher should be arranged into homogenous groups and given a further talk in which information relevant to the group should be explained in grater details.

7.8 Three different cards will be used for registration of applicants by those Employment Exchanges which are not using Computer for Registration:-

(a) Unskilled category below matriculation/high school qualification classified in X-Division, unskilled office workers and unskilled manual workers-including Labourers Agriculture (9201.20) , Loaders and unloaders (9333.10) and Labourers not elsewhere classified (9312.10) will be registered on Index Card X-1A. The entries will be made by the registration clerk who will read out the filled in information to the candidate before he/she signs or puts his/her thumb impression on the undertaking on the X-1A card.

(b) Educated persons-Fresh Matriculates, High School/Higher Secondary, Intermediate, Graduates classified in the X Division-will be registered on Index Card X-1B.

(c) Professional, technical and skilled persons and Post-graduates-will be registered on Index Card X-1C.

7.9 (a) Candidates under categories (b) and (c) above will be registered by self-registration, i.e. , the candidates will fill in the columns in the Index Card and Identity Card themselves. Instructions to fill-in the card will be provided to the candidates. In

case of applicants who are below Matric and are registered on X-1C, the entries will be made by the Registration Clerk. The Employment Officers will verify the certificates/degrees of educational qualification and experience , before the 'Identity Card' is separated and issued to the candidate.

(b) In case of qualification for which it is not the practice to issue certificate, degree or diploma, production of documentary evidence should not be insisted upon.

7.10 The Index Cards X-1A , X-1B, and X-1C will be printed on thick sheet of white paper . For purpose of easy identification, red and green stripes measuring not less than one cm. in width, will be printed on cards X-1A and X-1B respectively.

7.11 Those Employment Exchanges which are using Computer will make use of X-1(Index Card) for registration of all categories of job seekers.

Directions for Completing the Index Card

7.12 Instructions to fill in the Index Cards X-1B and X-1C will be provided to the candidates. However, some directions which will be helpful in completing the different items of the Index Cards, are given below. Where the answer to any item is in the negative, a definite entry no or nil will be made; but where there is no definite information to be entered against a particular item, a dash will be put so that the absence of any information may not be taken for failure to obtain it from the applicant.

Date of birth

The date or year(if date is not available) of birth of the applicant will be noted here.

Applicants will be asked to produce, if they can, documentary evidence in support of their declaration of age. If the applicant produces satisfactory evidence, the endorsement 'V' (Verified) will be made against the date of birth recorded. If not the endorsement 'NV' (not verified) will be made. These endorsements and subsequent changes if any, will be allowed only when the officer I/C of the employment exchange is fully satisfied with reasons given by the applicant.

Recommended Occupation

This will be the Occupation for which the applicant is suitable and qualified on the basis of work-experience or vocational or professional training and for which he indicates preference. If the applicant does not possess significant work-experience or vocational or professional training he will be registered in the X-Division for general vacancies, on the basis of educational qualifications.

Note:- Normally job experience for a period of six months, will be necessary for considering an applicant as experienced but those who have worked for periods less than six months may also be considered as experienced, provided the nature of the job is such that a shorter period of experience is considered adequate for reasonable proficiency in that occupation.

Alternative Occupation

(i) if an applicant possess qualification and experience which render him suitable for another occupation in addition to the recommended occupation, that will be entered as an alternative occupation. The number of alternative occupations, will be limited to two or three as decided by the State Director. In respect of alternative occupations, dummy cards containing essential details relating to the applicants such as name, registration number N.C.O

code No. qualification and experience will be prepared and kept in the appropriate section of the Live Register.

(ii) If applicants registered for specific occupations on the basis of their work experience or technical or professional training desire to be considered for general vacancies also, an entry 'general vacancies' will be made in the alternative occupation column.

(iii) If an applicant does not wish to be considered for the job for which (in the opinion of Employment Officer) he is best qualified, that occupation will be entered in red ink in X-I{Refrence Vol.II Appendix 1(17).

Residence

An applicant will be treated as belonging to Urban Area if his/her address falls within the areas enumerated in State/District-wise list as 'Urban Agglomerations and their Units' published in the Series 1, Primary Census Abstract, Table A.5- Census of India 2001. Other applicants will be treated as belonging to 'Rural Areas' . The Index card and Identity card should be classified as Urban or Rural by stamping "U" or 'R' as appropriate, on the top of the Index Card.

Qualifications(X-1A) In respect of 'literate' candidates indicate the actual qualification/examination passed.

Professional/Technical Qualifications

(X-1C) - This column should also be used to record special qualifications, if any, which may be of help in assessing his/her suitability for employment. For instance, in the case of craftsmen, information on such points as to the machines and tools with which familiar, ability to set up or organise work, etc. will be entered. In the case of

clerical workers, store-keeping, dispatching, etc. will be ascertained and recorded. In the case of typists and stenographers, their speed in typing and shorthand will be entered after testing, for which purpose they may be referred to competent bodies, if available in the area, but no fee shall be charged from them. The National Classifications(record portion) will be made use of to the maximum extent possible.

Rank/Work Experience(X-1A)- Previous work experience should be recorded in brief including the post held. This column will also be used for writing the 'Rank' held at the time of discharge in case of ex-servicemen.

Work Experience(X-1C) (i) Full details of previous employment should be entered in chronological order. Applicants claiming previous experience will be asked to produce certificates from the employer. It may be impressed upon them that if they produce the certificate in respect of past service, the Exchange will be able to give due weightage to the experience claimed by them.

(ii) If an applicant is unable to produce adequate proof in support of any experience or professional ability he claims to possess, he should be carefully questioned and if the Employment Officer is satisfied of its genuineness, the experience or professional ability may be entered. The fact that no certificate from the previous employer has been produced will be noted by means of an entry 'NV' against the respective entries. In the case of technical categories of applicants, trade testing facilities, if available in the area, shall be utilised to verify the genuineness of such professional ability or experience, but no fee shall be charged from them.

(iii) Details of present employer, if any, will also be entered in this item. In the case of self-employed persons , the work 'Self' will be entered in the column 'Name of Establishment' and the monthly earnings in the column 'Total emoluments'.

NOTE: Employers will be persuaded to issue service certificates to their employees when they are retrenched or discharged. Government employers as also Quasi-Government institutions under the administrative control of the various Ministries of the Government of India are under instructions to issue Discharge certificates to their employees in the Standard form prescribed for the purpose {See Volume II, Appendix I (3)}.

Undertaking by the Applicant on the revised Index Card (X-1A, X-1B, X-1C, X-1 Identity Card) , there is an undertaking by the applicant that the "the information furnished is correct and in case it is found false, subsequently, the registration will be cancelled". In case the registration of applicant is cancelled on this ground he will be allowed to get his name registered afresh without giving the benefit of seniority in registration.

F.O.U. Column:- (i) Physical disability, if any may be recorded in this column. A rubber stamp should be used to identify the category of the handicapped, e.g., blind, deaf and dumb, orthopaedically handicapped, etc.

(ii) Details about Ex-servicemen and repatriates from Burma and Sri Lanka may be recorded in the F.O.U Column on the back of the Card.

Filling of documents relating to Applicants

7.13 All papers relating to and correspondence with the applicants should be filled separately in monthly folders. The registration number of the applicant should be noted on each paper for easy identification. These monthly folders will be retained for a period of one year.

Self-Registration

7.14 For the purpose of self-registration, an applicants may be asked to complete his Index Card with the help of an enlarged model Index Card. Alternatively, a group of applicants may complete the permissible items of their Index Cards with the help of oral instructions and/or the model Index Card and instructions provided for the purpose under the guidance of an officer or an experienced clerk. However, special qualifications, mobility, recommended occupation etc. which are expected to be completed by an officer should invariably be completed at an individual face to face interview during which the items completed by the applicant will be reviewed and alterations made wherever necessary. It may however, be ensured that the information recorded on the Index Card meets the prescribed standards.

Registration of Applicants Debarred from Government Service

7.15 The Index Card of an applicant who has been declared unsuitable for or has been debarred from Government Service will be endorsed "unsuitable" or debarred from " Government Service" across its face.

Registration of Applicants Interested only in Government Employment

7.16 Applicants who insist that they should be considered for Government and Quasi-Government vacancies only must be

specifically warned that they will not be considered for other types of employment and should be prepared to wait till a suitable vacancy of the type required becomes available. An appropriate endorsement should be made in red ink at the top left hand corner of the Index Card.

Verification of Character and Antecedents

7.17 Employment Exchanges are not responsible for verification of character and antecedents of applicants which is, primarily, the responsibility of the employers themselves. However, where there is evidence from the service certificate(s) produced the character, antecedents and behaviour (e.g. attendance) of an applicant have been unsatisfactory, the information should be recorded in the F.O.U column. Similarly, where evidence is available, in writing, of meritorious service, the good points may be recorded in the F.O.U column.

Endorsements on Educational, Discharge or Service Certificate

7.18 When an applicant produces on educational, discharge or service certificate, the name of the Employment Exchange, date of registration and registration number will be endorsed on its back using a rubber stamp. This is intended to enable Exchanges to know whether an applicant is already registered elsewhere.

Record of Registration(X-63)

7.19 A running record of Index Cards completed at an Exchange will be maintained in "Book Record of Registration"(X-63). The Index Cards should be serially numbered, a new series being started every calendar year. The serial

number in the X-63 should correspond with the registration number on the Index Card.

The special category, if any, to which the applicant belongs will be entered using appropriate abbreviations under the column 'category', e.g.

X.S. - for Ex-Servicemen.
D.X.S. - for Disabled Ex-Serviceman;
D.G.E.(C)- for Discharged Government Employee (Central)
D.G.E.(S)- for Discharged Government Employee (State);
S.C. - for Scheduled Caste;
S.T. - for Scheduled Tribe;
O.B.C.- for other Backward Classes
P.H. - for Physically Handicapped;
etc.

7.20 At the end for each day, a line will be drawn across the register which, together with all Index Cards completed on that day will be put up to the senior most officer in post that day. He will check the number of Index Cards with the registration numbers given in X-63 for the day and append his dated signature below the last entry and also examine at least ten percent of the Index Cards. On the following morning, the date will be written boldly across the whole page in red ink, before starting the registration work.

7.21 The Record of Registrations will be retained for 10 years and destroyed thereafter. If there are applicants who have been on the Live Register for more than 10 years; their names and other relevant details will be brought over to a new X-63 which will remain in operation after the old one is destroyed.

Identity Card (X-10)

7.22 An Identity Card attached to the Index Card should be separated and issued to each applicant registered at the Employment Exchange. At the time of issuing the Identity Card, the applicant will be instructed to (i) preserve it carefully; (ii) produce it whenever he calls at the Exchange; (iii) quote the registration number and N.C.O code No. whenever he writes to the Exchange; (iv) hand it over to the employer when he is selected and appointed as a result of his submission by the Exchange and (v) return it to the Exchange in case he finds a job on his own or is no longer in need of employment assistance.

7.23 If an applicant reports loss or damage of his Identity Card while his registration is still valid, a duplicate Identity Card marked 'duplicate' at the top will be issued to him. An entry "duplicate Identity Card issued on(date)" should be made in the f.o.u. column of the Index Card.

Postal Registration

7.24 The facility of postal registration may be made available to all categories of applicants. However, where there are specific reasons, the State Director of Employment shall have the discretion to restrict this facility at Employment Exchanges in the State. Instructions to this effect will be issued by the State Directors of Employment under intimation to the Directorate General of Employment and Training. The registration will be done on Cards X-1A, X-1B, X-1C and X-1 as may be appropriate in each case. On receipt of the postal request for registration, the Exchange should mail the Card X-1A, X-1B, X-1C or X-1 as appropriate, to the applicant with instructions to send back the filled- in card to the Employment Exchange.

On receipt of the filled-in cards, the Employment Exchange will register the applicant the same day and post the Identity Card to the applicant under a covering letter. A running record of postal registration should be maintained.

Registration of Applicants Residing in Other Exchange Areas

7.25 If an applicant residing in another Exchange area applies for registration by post, he will be advised to register himself at the Exchange serving the area in which he resides. If he calls at the Exchange personally, an appropriate Index Card will be completed without assigning a registration number and forwarded to the Exchange concerned which will then take normal registration action and issue the Identity Card under a covering letter to the applicant. However, if he is found suitable for a vacancy for which local applicants are not available or which requires spot submission, he may be registered and submitted. The Exchange, in whose area he resides, should be informed of the action taken provided he has been registered there.

Registration of an Applicant whose Registration is Transferred from another Exchange.

7.26 When an applicant informs the Exchange that he is moving to another Exchange area his Index Card should be transferred to the Exchange serving his new place of residence under information to him. The Exchange receiving the Index Card thus transferred will register the applicant immediately on a new Index Card as a fresh registration. The year of original seniority should, however, be added at the end of the new registration, number as he will be eligible to carry with him his original

seniority of registration and send him the new Identity Card by post. His Index Card should be filed in the appropriate section of the Live Register behind the cards of applicants registered at the Exchange on the date of his original registration (i.e. the date from which seniority is to be reckoned). The name of the Exchange from where the registration was transferred and the date of registration at the Exchange should also be endorsed in red ink at the top of the Index Card and the remarks column on the X-63 to facilitate filling as well as tracing the X-1. However, the State director may exercise his discretion in the matters of retention of original seniority depending upon the genuineness of a case, when an applicant seeks transfer of registration frequently.

It has been observed that the cards transferred to other States create problem to the employment officer particularly when the language used in the card is different than the used in the state in such cases while transferring registration card of an applicant to another state the registration card should accompany another X-1 card with English translation in order to avoid language problem .

NOTE: Separate registers may be maintained in respect of (i) Index Cards received on transfer from other Exchanges and (ii) Index Cards transferred to other Employment Exchanges.

Live Register:

7.27 Index Cards of applicants requiring employment assistance will be filed in cabinets according to the N.C.O. divisions, groups, families and occupations. Within each occupation, cards will be filed according to the registration number of applicants, each drawer of the cabinet should be labelled to show the N.C.O. Code

Nos., of the cards filed inside. Within each drawer, Card Separators showing the N.C.O Nos. to which the cards relate will be used to facilitate location.

However, Index Cards in respect of Scheduled Caste, Scheduled Tribe applicants will be filed first followed by OBC and the rest in each occupation. Index Cards may be filed District/Taluk/Tehsil-wise within each occupation, if such filing facilitates work.

7.28 The method of filing in the X Division may be decided in the context of local requirements and the size of the Live Register. For instance, the cards of graduates and post-graduates may be filed together or separately depending on the number involved. In bigger Exchanges, it may be necessary to arrange the cards of matriculates and/or graduates according to the division obtained by them whereas, in smaller Exchanges such sub division may not be necessary. The important point to be noted is that the filling of Index Cards is only a means to an end. The filling has to be done in such a way that tracing of cards for selection and other purposes is made easy. It should only be safe-guarded that marginal changes are not made at random, but only in consultation, with the State Director.

7.29 (a) Whenever it becomes necessary to remove an Index Card for a period of time likely to be detrimental to the interests of an applicant a 'dummy card' on which has been entered essential information will be put in the place of the Index Card so removed. Only when essential a duplicate Index Card may be prepared instead of the dummy.

(b) Identification tabs of different colours-should be used to identify Index Cards on Live Register for particular purposes such as degrees of mobility,

priority categories, etc. The use of such tabs should be restricted to those categories in respect of which the Director-General or State Director have given permission.

Repeat Registration

7.30 When the same applicant applies for registration more than once in the same month (as may happen in case of casual workers), normal registration action will be taken but in order to have separate statistics of repeat registration, the words 'Repeat Regn.' will be entered in the 'remarks' column of the X-63. For statistical purposes, each of these repeat registrations will be counted once a month.

Addition of Qualifications/Experience

7.31 After the registration, if an applicant requests for addition of qualifications or experience, it may be considered as a case of fresh registration, if there is a change in the recommended occupation because of addition of qualifications or experience.

Renewal of Registration

7.32 (a) The renewal period will be of 3 years uniformly for all types of applicants. The registrants will be allowed to renew their registration (in person or by prepaid post) on any working day during the period of three months of registration namely the month in which renewal falls due and following two months.

Restoration of old seniority in deserving cases :

(b) The State Director may use their discretionary power in special cases provided they are fully satisfied that renewal could not be carried out by the registrants due to any of the following reasons . A- Illness ; B- Arrest under Preventive

Detention Laws; C- National Calamities like earthquake, flood etc.; D- Armed conflict with a foreign country; E- Service internal disturbances necessitating imposition of curfew etc.

While granting restoration of old seniority in above cases the State Director could be required to record full reasons for the concession.

Renewal Log Book

7.33 A Log Book in the following form, shall be maintained at each Employment Exchange, separately for counter and for postal renewals;

P R O F O R M A			
Renewal Log Book			
Date:	1. Employment Exchange		
	2. Initial of renewing official		
Sl.No.	Registration No.	Name of Applicant	NCO Code No.
(1)	(2)	(3)	(4)
Remarks			
Date of renewal of the registration card		Date of posting of renewal letter	
(5)		(6)	

*Strike off which is not applicable

In the remarks column, in case of postal renewals, the date of posting of renewal replies shall be recorded; whereas in the case of counter renewals, the date on which the renewal entry has been made on the registration card shall be recorded.

Lapsing of Index Cards

7.34 The registration card should be reviewed for lapsing in the first week of the fourth month following the month of registration. For example, registration card prepared in the month of January, will be removed from the Live Register in the first week of April. Such lapsed cards will be retained separately for two months. This will constitute the 'Dead Register'

7.35 An applicant who is placed as a result of earlier submission but whose Index Card is lapsed should be hypothetically registered on X-63 (without raising Index Card) for statistical purposes. In this way, the Live Register will be purged in the first week of every month. When an Index Card bearing an alternative occupation is removed from the Live Register, the dummy/secondary card also should be removed. The number of cards so lapsed will be entered in the Running Record. Index Cards of applicants to whom call letters have been issued should not be lapsed, even though due for lapsing till the response to the call letter is known.

7.36 Applicants who fail to report consecutively on two occasions against call letters by the Employment Exchanges or decline offer of submission three times without satisfactory reasons may be asked to explain the reasons of their non- response or refusal by issuing a show-cause notice to them (in X78B) which may be suitably amended. Reasonable time in the context of local conditions should be given to the applicants to explain their position to the satisfaction of the Employment Exchanges. The time limit for receipt of satisfactory reply or explanation will be decided by the State Directors of Employment, depending upon the local communication conditions prevailing in their States. If the explanation given by the applicant is not satisfactory or no reply is received within the time limit

prescribed, the registration of the applicant may be lapsed.

7.37 In respect of applicants who after giving their willingness in writing to be submitted against a vacancy either do not report for interview to the employer or refuse offers of appointment made to them or decline submission against suitable vacancy stated as acceptable at the time of registration, the explanation of the applicants should be called on the form X-78 (suitably amended as occasion demands). The registration of the applicants should be cancelled only if no satisfactory reply is received within the time limit prescribed or explanation given by them is not considered satisfactory.

7.38 A remark to the effect that X-78 or X-78B has been issued to the applicant, should be made in the F.O.U. column of the Index Card of the applicant, giving the date of issue of the show-cause notice and the date when the reply is due. X-1 cards of the applicant to whom X-78/X-78B have been issued may be maintained separately on the Live Register and their names should not be submitted against any vacancy till a satisfactory reply is received from them.

Restoration of Old Seniority

7.39 All cases of re-registration should be treated as 'Fresh Registration'. However, old seniority may be allowed in the following case:-

(i) (a) Applicants discharged after being in short-term employment effected through the Employment Exchange (of less than six-month duration and two years in case of daily wage);

(b) Applicants discharged after more than six months employment placed through

Employment Exchange, provided they are registered in same N.C.O.

The applicants will be required to produce certificate within 90 days from the date of discharge, to the Employment Officer, who after verification will allow original seniority provided an applicant has not resigned from his post.

(ii) An applicant whose Index Card is transferred from Exchange as per para 7.25.

(iii) Candidates who fail to take-up employment after selection through the Employment Exchanges-such cases may be decided by the State Director/Employment Officer within a period of one year or by the dates of their next renewal, whichever is earlier.

Applicants Placed Against Casual/Short Term Vacancies

7.40 If an applicant is placed against casual/short term vacancy, it should be shown as placed and his index card should be removed from the Live Register. A dummy card should be kept on the L.R. for submissions against regular vacancies. After the lapse of three years, the aforesaid dummy card should be removed from the L.R. In case the applicant is able to secure placement against a regular vacancy during the period of three years, he may be shown as 'brought on L.R. and placed.'

CHAPTER VIII

DOCUMENTATION OF VACANCIES

Notification of Vacancies

8.1 Establishments can be classified under two broad categories, namely, Act establishments and Non-Act establishments. Under the provisions of the Employment Exchanges (Compulsory Notification of Vacancies) Act 1959, all establishments in the public sector come within the purview of the Act whereas, in the private sector establishments where ordinarily 25 or more persons are employed alone come within the purview of Act. The Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959 provides that all Act establishments shall compulsorily notify all vacancies, excepting those specified in the Act, to Employment Exchanges before filling them up. Vacancies arising in establishments not coming within the purview of the Act and vacancies arising in the Act establishments but not covered by the Act will, however, be received at the Exchanges, when the employers notify them voluntarily. Vacancies covered by the E.Es.(C.N.V) Act, shall be notified to the appropriate Employment Exchanges in form and manner prescribed in the E.E-(C.N.V) Rules, 1960. Vacancies not coming under the purview of the Act may also be notified in the same form, or over telephone, or by personal contact. All vacancies, whether received from Act establishments or Non-Act establishments, by post, over telephone, or through personal contact should be dealt with by an officer who should personally make entries of N.C.O. (in item 5), job specifications (in item 7) and N. I. Cl. in an Order Card (X-2). All vacancies should be acknowledged on Form X-45. However, when employers notify vacancies in confidential letters, such vacancies should be acknowledged through confidential letters and not on form X-45. If any essential information in respect of the vacancy is missing, it should be obtained over telephone or by personal contact. In

case it is not possible to obtain the information over telephone or by personal contact, the employer should be requested on form X-45 to furnish it. All vacancies notified to the Employment Exchanges by establishments, irrespective of whether they come within the purview of the Act or not, should be recorded in the Vacancy Order Register (X-64).

Receipt of Vacancies coming under the purview of the Act.

8.2 Vacancies, notified by Act establishments against which employers have definitely indicated that no submission action is required by the Exchange, should be entered in X-64, in red ink. No serial number should be allocated in X-64, and no Order Card opened in respect of these vacancies. The copy of the notification or the letter should be filed in a folder (flat file) in chronological order. It is not, however, necessary to maintain separate folders in respect of each employer; only one folder need be maintained to keep copies of all such notifications for which Order Cards are not opened in respect of these vacancies.

8.3 All vacancies of scientific and technical nature carrying a basic pay of Rs.1400 (pre-revised) or more per month occurring in establishments in respect of which Central Govt. is the appropriate Government, are to be notified to the Central Employment Exchange under the provisions of the E. Es (C.N.V) Act, 1959 and the Rules framed thereunder. However, such employers should endorse a copy of notification to the local Employment Exchange so that in urgent cases necessary submission action can be taken forthwith by the local Exchange. If such vacancies are notified to the local Exchange direct without any intimation to the Central Employment Exchange, it should be transmitted

immediately to the Central Employment Exchange under intimation to the employer.

8.4 If while notifying vacancies any employer wishes to have them circulated to other Exchanges in the State, necessary action should be taken promptly. The vacancies which an employer desires to be circulated to Exchanges outside the State are required to be notified to the Central Employment Exchange under the provisions of EEs (CNV) Act and Rules framed thereunder. If such vacancy is received by an Employment Exchange, it should be transmitted to the Central Employment Exchange, under intimation to the Employer drawing his attention to Rule 3(b) of the Act.

Receipt of vacancies outside the Purview of the Act

8.5 Vacancies which do not come within the purview of the Act, when notified to the Exchange, should be recorded in the same vacancy Order Register (X-64) and Order Cards raised. Letters or other communications notifying vacancies received from employers should be filed inside the Order Card.

Scrutiny of Vacancies

8.6 Vacancies for women as also those for which cash security is required should be carefully scrutinized, particularly if they are notified by an employer who is not known to the Exchange. In such cases, action to submit applicants should be taken only after ascertaining the bonafides of the employer. If, despite these precautionary measures, an employer succeeds in defrauding applicants, and if it is considered necessary to circulate details regarding him and his mode of operation for the benefit of other Exchanges,

full details should be forwarded immediately to the State Directors for orders.

Directions for Completing Order Cards

8.7 When vacancies are notified they should be immediately recorded on Order Cards (X-2), a separate card being prepared for each occupation. If some of the vacancies in a trade/occupation notified by a Government employer are reserved for Scheduled Castes/ Scheduled Tribes/ O.B.C./Physically Handicapped, separate Order Cards should be opened in respect of the vacancies reserved for Scheduled Caste/Scheduled Tribes/ O.B.C./ Physically Handicapped and unreserved vacancies. The details of vacancies should be transcribed fully and the copy of the notification received from the employer tagged and filed with all other relevant papers (serially numbered in ink, in chronological order) in the Order Card, after endorsing the order number. If any of these papers is removed at any time, a slip should be inserted in its place indicating the purpose for which it is removed and its present location. If vacancies belonging to more than one occupation are notified by an employer in one letter or form, the letter/form should be filed inside any one of the Order Cards, a reference to the Order Number and Occupational Code Number of that card being made on other Order Cards. In Employment Exchanges where there are more than one submission section, the section receiving the letter/form should prepare the Order Cards necessary and pass them on to the sections concerned.

NOTE- (1) If the correspondence with an employer is so bulky that it cannot be filed easily inside the Order Card (X-2), a portion of it may be filed in another X-2 which should be tagged to the original X-2 and Order No. noted on the second X-2.

(2) It frequently happens that after all action has been completed on an order and the Order Card has been transferred to the Dead Order Register, an employer engages a few more persons from amongst those submitted. When proof in respect of such additional placings is received, a fresh Order Card should be raised, with order number and entries made in the Vacancy Order Register. A cross reference to the old Order Card should be made both on the fresh Order Card and against the entries in the Vacancy Order Register.

8..8 To facilitate completion of Order Card (X-2) , some of the important items on it are explained below:

Item 2 (How notified) - State if notified personally, over telephone, by letter, etc., and in the later case give reference number and date of the communication. The date and time of receipt of the demand should be entered in every case. All vacancies, irrespective of the method of notification should within one working day, be formally acknowledged on X-45 and the date of acknowledgement entered. Wherever possible, information with regard to the date on which applicants will be submitted to the employer may be indicated on the X-45. If information regarding one or two items is found missing in the notification received from the employer, the employer may on the form X-45 itself be requested to furnish it. If suitable applicants are not available on the Live Register, and if it is known from experience that suitable applicants are not likely to be available in the Exchange area, and if the employer has not been asked personally whether he wishes the vacancy to be given circulation, he should be requested in writing to do so.

Item 3(Type of vacancy): In the case of Government Vacancies the entry "CG" or "SG" or "Q.G." (S) as appropriate should be made. In the case of vacancies notified by Local Bodies such as District Boards, Zilla Parishad, Municipalities, etc. the entry 'Local Body' should be made. An entry to indicate 'Act' or 'Non-Act' may be made in the case of vacancies notified by private sector employers.

Item 4(Number of Vacancies):- If the number of vacancies has not been specified, and if it is considered that submission action should not be postponed until the receipt of this information from the employer, the item 'Notified' should be temporarily left blank. In cases where employer desires that all suitable applicants should be submitted to him as and when they become available, the entry 'open' should be made against the item 'notified'. For statistical purposes, the number of vacancies notified should in such cases be the same as the number of vacancies filled during the month.

Item 5(N.C.O. Code No.) - The NCO code number appropriate to the vacancy should be determined carefully with reference to the 'National Classification of Occupations' and recorded.

Item 6(Tele No.): - In all cases where this information is available, the telephone number of the employer should be recorded to facilitate follow-up.

Item 7(Type of workers required) Full and precise details of the type of workers required including essential and desirable/preferential qualifications and experience that they should possess, and age limit should be recorded.

Item 8(Name and Designation) The date and time of interview, and the name and

designation of the person to whom applicants should report for interview, should be entered.

Item 10(Duration of Job):- As far as possible, the period for which the job may last should be recorded.

Item 11(Rate of Pay) General terms like "normal rates of pay" , "according to qualifications". etc. should be avoided , especially in respect of vacancies from private sector employers . In case where the employer does not specify the rate of pay but states that it will be fixed according to the qualifications and experience of the applicants, he should be persuaded to state the minimum and the maximum pay that the applicant might expect. It should be impressed on him that the information is essential to enable the Exchange to recommend suitable candidates, since applicants would naturally wish to have some idea of the rate of pay offered, before they express their willingness to be considered for the vacancy. Information relating to 'Dearness Allowances' and other allowances admissible should also be clearly recorded. This information should be obtained from employers in cases where it has not already been supplied while notifying the vacancy. Entries like 'Dearness Allowance as admissible' or 'allowances as usual' should be avoided even in respect of vacancies from Government employers.

Item 13 (Follow -up) - The date of issue of X-42, X-43, X-59, X-68 etc. and details of contacts made with the employer in connection with the filling up of the vacancy should be entered.

Item 19 (Category): The category namely, SC, ST, OBC, X-S, P.H etc. to which applicant belongs should be entered.

Item 20 (Date and method of submission) The method of submission e.g. X-58 and the date of submission should be entered. In case of bulk submissions, the total number submitted category wise and the date of submission should be recorded.

Item 22 (Statistical extraction)- This column should be used to indicate that relevant statistics have been extracted.

Form X-2A

8.9 This form should be used for recording the registration numbers of applicants to whom X-42 have been issued and the scheme of submission and also for recording any information for which space is not sufficient on X-2.

Vacancies Carrying Sub-standard Wages

8.10 On receipt of a vacancy, the E.O should pay particular attention to the wage/salary offered. Where past experience has shown that the wage/salary offered will not attract the right type of persons and when it is believed that the efforts of the Exchange is likely to be wasted in trying to obtain workers, the employer is not prepared to revise the wage rate, the Exchange should tactfully express its inability to obtain suitable workers on the wages offered and should not raise an Order Card in respect of such a vacancy.

8.11 As regards occupations in respect of which minimum wages have been fixed under the Minimum Wages Act, 1948 as amended from time to time, vacancies which violate the provisions of the Act should not be accepted, and no submission action taken against them. The position should be explained to the employer.

8.12 In order to enable Exchanges to comply with instructions given in para 8.11 above, it is necessary that they should be familiar with the occupations and the minimum wages laid down for each under the Minimum Wages Act. State Directors should obtain up-to-date information in this respect and supply it to all Exchanges. All staff responsible for vacancy work at Exchanges should have this information easily accessible to them.

Vacancies Advertised in the Press

8.13 If copies of advertisements are simply endorsed to Employment Exchanges by establishments coming within the purview of the Employment Exchanges (C.N.V) Act, 1959 without giving all the particulars required under Rule 4 of the E.Es, (C.N.V) Rules 1960, it should be pointed out to them that they have not complied with the provisions of the Law in this regard. The employers should be advised to notify the vacancies as prescribed under the E.Es (C.N.V) Rules 1960.

8.14 In respect of copies of advertisements received from employers outside the purview of the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959, Employment Officers should follow instructions issued by their State Directors.

Vacancies not Appropriate to the Exchange

8.15 When a vacancy is notified, which is not appropriate to the Exchange, it should be transferred to the Vacancy Exchange under intimation to the employer.

8.16 The Act employers are required to notify the vacancy to the local Employment Exchange. In case the work place of the

vacancy is different from the place of establishment and falls outside the jurisdiction of the recipient Exchange, the vacancy should be passed on to the appropriate Exchange under intimation to the Employer.

8.17 If, however, the vacancy is an urgent one, or if the employer particularly desires to select workers from the area of the Exchange first approached, (even though it is not the Vacancy Exchange) normal submission action should be taken. In such a case an Order Card should be prepared without allocating an Order number to it and full details forwarded to the Vacancy Exchange which should be told why submission were made. Details of placing should be communicated to the Vacancy Exchange in due course. The dates on which the action described above was taken should be recorded in the 'follow-up' column of the Order Card. The placing effected should be accounted for as I.O.A placing.

8.18 The Vacancy Exchange should, on receipt of details of the vacancy described in above para, prepare an Order Card in the normal way. When information relating to the placing is received, necessary entries should be made on the Order Card. The V.E. should account for the vacancy notified and filled in its statistical returns.

Vacancies Requiring Submission by a Number of Exchanges.

8.19 If an employer, while notifying a demand, calls for applicants conversant with a variety of languages, or desires the distribution of vacancies among more than one geographical area making a reference to other Exchanges necessary (other than the vacancies falling under Rule 3(b) of EE(CNV) Rules, 1960, in which case the

vacancies are required to be notified to the Central Employment Exchange), the Vacancy Exchange should arrange for adequate submissions from appropriate Exchanges. Apart from this, there may be employers whose jurisdiction extends to more than one Exchange area but who notify vacancies only to one of the Exchanges without indicating whether they desire submissions from other Exchanges. In such cases, the Vacancy Exchange should ascertain from the employers if candidates from other Exchange areas, as well are required for their consideration. Such action to consult the employers need, however, be taken only in appropriate cases where the Vacancy Exchange feels from its knowledge of the employers that they may desire selection from a wider area. The purpose of such consultation with employers even in cases where they have not specifically indicated the desire for wider circulation of the vacancies is to enable them to get a wider choice of applicants and simultaneously to ensure that the employment opportunities are made available to applicants residing in different Exchange areas. However, if the vacancies fall under Rule 3(b) of EE(CNV) Rules, 1960, the same may be transferred to the CEE under advice to the employer. While giving circulation to such vacancies, correct and complete details should be supplied to the Exchanges concerned. The Vacancy Exchange should also indicate, keeping in view the wishes of the employer, whether the submissions should be routed through it or made direct to the employer. Normally, the practice of making submissions through the V.E. should be encouraged since that would not only help the V.E. in comparing the relative suitability of applicants submitted, but will also act as a counter-check to the diverse standards that might have been applied by different Applicant Exchanges.

Vacancies to be filled at a Later Date

8.20 When an employer notified vacancies, but states that submission action need not be taken by the Exchange till some future date, the vacancies should not be regarded as having been notified, but only as advance intimation relating to vacancies. Order Cards should, however, for follow-up purposes be prepared; but the vacancies should not be entered in the Vacancy Order Register until submission action becomes necessary.

Vacancies Requiring Attention by more than one Section

8.21 If the work in the Exchange has been sectionalised on a vertical basis, and if it is considered desirable that submissions should be made against a particular vacancy by more than one section; the vacancy should be recorded by only one section as decided by the Employment Officer-in-charge of the Exchange. This section should be responsible for bringing the vacancy to the notice of all other sections concerned, for the maintenance of the Order Card and for all communications with the employer regarding submissions, follow-up etc. This section should also be responsible for including the vacancy in the statistical returns relating to vacancies notified, filled, cancelled, etc. It should be noted, however, the section, which submits applicants, should be responsible for recording statistics of submissions and placing.

Vacancies In Respect Of Which The Employer Desires That Preferential Treatment Be Accorded To A Nominated Applicant Or Group Of Applicants.

8.22 If in respect of vacancy in a Government Establishment or a Quasi-Government Institution of a Local Body, the

employer desires preferential treatment to be accorded to a particular applicant or group(s) of applicants on grounds of religion race, caste, sex, descent, place of birth or residence, the employment exchange should advise the employer, either verbally or by addressing him in form X-52 that such preferential treatment would be ultravires of Articles 16(2) of the Constitution.

Note- Action as laid down above should not, of course, be taken when vacancies which are reserved are notified in accordance with the provisions of the Constitution, for Scheduled Castes, Scheduled Tribes, Other Backward Class applicants, Ex-servicemen or any other category of applicants so stipulated.

Vacancy Order Register

8.23 All vacancies notified to the Exchange should, immediately after receipt, be entered in the vacancy Order Register (X-64). The Order Cards when raised should be numbered serially, a new series being commenced every Calendar Year. The serial number in the Vacancy Order Register should correspond with the Order Number on the Order Card. At the end of each day, a line should be drawn across the register and on the following morning the date should be written in larger letters across the whole page, in red ink.

Order Cards Relating to Training Admission

8.24(a) 'Placing as defined in Chapter II of the Manual includes acceptance by employers of applicants submitted by Exchanges for training apprentices with the object of their becoming paid employees on completion of their training/apprenticeship.

Apprenticeship

(b) In the case of training admissions where employment is guaranteed on completion of training which amount to placings as mentioned above, Order Cards should be opened in the normal manner with the endorsement 'Training' at the top for purposes of identification; for the purpose of statistical accounting the number of such placings should be regarded as the number of vacancies notified.

(c) In the case of training admissions which do not amount to placings (because they may not necessarily culminate into the trainees being absorbed as paid employees on completion of training/apprenticeship), these should not be entered in the Vacancy Order Register(X-64). However, the details may be recorded on Order Card(X-2) for purposes of submission, follow-up etc. Such Order cards pertaining to training admissions should be kept separately. Particulars of such training admissions should be maintained in the Training Admission Register on form V.G.-67.

(d) A brief summary of the efforts made by the exchange for admitting applicants to training courses apprenticeships during the month should be given in the Monthly Narrative Report.

Filling in the Live Order Register

8.25 Order Cards in respect of vacancies which are unfilled should be filed in cabinet. Each cabinet and its drawers labelled to indicate the contents. They should be filed in the Live Order Register according to the N.C.O Divisions, Groups, families and Occupations. Cards within each occupation should be filed alphabetically according to the name of employers. Within each of the drawers, Card separators slightly bigger

than the Order Cards should be provided to mark sub-divisions.

Review of the Live Order Register

8.26 The Live Order Register should be examined daily by the Officer concerned so that no order card remains unattended and rapid follow-up is assured. If a card has remained on the Live Register for more than three months, and it has not been possible to make submission even after wider circulation (in relevant cases), the Exchange should advise the employer (by personal contact, if possible, or by sending a typed letter in form X-68) of the position. The date of the contact and the reply received or the date of issue of X-68, as the case may be, should be entered on the Order Card in the 'follow-up' column.

Exhibition of Vacancies

8.27 All vacancies received in an Employment Exchange in respect of which submission have not been made should be exhibited on a special "Vacancy Board". In respect of vacancies pertaining to shortage occupations, applicants should be advised to see the Employment Officer. In case of all other vacancies, the scheme of submission should be indicated. Details of vacancies for which suitable applicants are not available on the Live Register may also, (in addition to exhibition in the Exchange premises) be publicised on covered notice boards in public places such as Public Libraries, Community Centres, Cinema Houses, Railway Stations, etc. with a view to attract suitable applicants to the Exchange.

8.28 While exhibiting the vacancies the number (if any) reserved from Scheduled Castes, Scheduled Tribes, Other Backward Classes and Ex-Servicemen should be indicated in every case. The last date for applying for particular vacancies should be

clearly indicated against each. The format for displaying the vacancies is at Appendix I(4), NESM Vol.II.

Advertisement of Vacancies

8.29 As a general rule, Exchanges should not resort to advertisement in the Press for specified vacancies notified to them. An advertisement may, however, be issued if it is of a general nature designed to invite suitable applicants to register at the Exchange in occupations in which there is a persistent shortage. In this case, detailed proposals should be forwarded to the State Director who will arrange for the issue of the advertisement.

Selection of Applicants

9.1 Selection should be made by an Officer after he has personally examined the appropriate section(s) of the Live Register. This task should not be entrusted to non-gazetted members of the staff, except in the case of an Exchange or Sub-Office where a gazetted Officer has not been posted or the gazetted Officer(s) in post is absent on leave or away on duty for more than 48 hours. In order that this responsibility is discharged effectively, the Live Register should be located within sight of the selection officer to enable him to supervise, examine and use it personally. Clerks should not be required to take out Index Cards even for the purpose of preliminary selection. Regular and systematic check should be made to ensure that the Live Register is comprehensive.

9.2 Prompt action against vacancies notified by employers is of vital importance to Employment Exchange work. Suitable applicants should be made available to the employing authority within seven days from the date of receipt of notification. If for some reason or other the Exchange is unable to sponsor candidates within the prescribed time limit, the employer should be advised of the action taken in this behalf at the earliest opportunity. The date on which the employer is so advised should be noted in the 'follow-up' column of the Order Card. Non-availability certificate should be promptly issued, when applicants are not available or are not likely to be available in the immediate future.

9.3 Within the limitations prescribed by the employer, the basis of selection for submission should be merit and suitability of applicants. The scheme of selection for submission should be drawn up in

consultation with the employer, in case there is any doubt regarding his requirements. No distinction should be made between employed and unemployed persons while making selection of applicants.

9.4 At the time of selection, the priorities laid down by the Department of Personnel in respect of Central Government vacancies and other special orders affecting submissions issued by the Central or State Government from time-to-time should be taken into consideration.

Note- The priorities prescribed by the Government of India or State Government are to be observed only in respect of submissions against Central Government, State Government vacancies. Against other types of vacancies, applicants belonging to priority categories will be considered on the basis of their suitability vis-à-vis other applicants on the Live Register.

9.5 If there are more applicants on the Live Register than required for submission to the employer, and all of them are equally suitable for the vacancy, selection should be based on the seniority of registration of the applicants.

9.6 No distinction should be made between applicants whose age has been verified against documents evidence and those whose age has not been so verified, even for vacancies in respect of which the employer has prescribed age limits.

9.7 Certificates from previous employers should be taken into consideration and preference should be given to those applicants whose record of employment is supported by satisfactory and credible evidence.

9.8 While making selection, due consideration should be given to those applicants in respect of whom alternative occupation has been recorded. If adequate number of suitable applicants are not available in the occupational group concerned, consideration should be given to applicants who are registered in allied occupations in which suitable candidates are likely to be available.

9.9 The particulars of applicants who prima facie satisfy the requirements of the employer should be subjected to a very close examination for final selection.

9.10 In all cases, the registration number of the applicants finally selected should be entered on X-2A by the officer concerned over his dated initials. A note indicating the basis or the scheme of selection adopted for the demand e.g. "all matriculates and above with a typing speed of at least 40 words per minute considered", "all graduates in Mathematics/Statistics with minimum experience of one year in collection and compilation of statistical data considered", "all registrants under N.C.O Code Nos-----considered" etc. should also be entered on the X-2A and initialed in the same manner.

9.11 If applicants who fully satisfy the requirements of the employer are not available, and permission for vacancy clearing has not been given or clearing has not proved or is not likely to prove successful, applicants with lesser qualifications may be submitted in consultation with the employer, wherever possible. In any case, the employer will be informed that lesser qualified applicants have been submitted only because fully qualified applicants were not available. Simultaneously, the employer may be

informed that if the applicants are not found suitable, he may fill up the vacancy direct.

Selection for submission-Guidance Points

9.12 For submission purposes, annual list of candidates will be prepared. This list will contain the following items:-

1. Serial Number
2. Registration Number and NCO Code number
3. Date of Registration
4. Name and address
5. Date of Birth
6. Educational qualifications
7. Experience
8. Remarks

The following points may be kept in view while preparing the annual list:-

(i) The 'Annual List' will be prepared in respect of all those occupations for which vacancies were notified to the Employment Exchange during the past two years.

(ii) The annual list should be prepared in advance so that it could be finalised before start of the year. The two previous years should be taken from October to September, for example for the list for 2001 the two previous years will be 1 October 1998 to 30th September 1999 and 1 October 1999 to 30th September 2000.

(iii) The number of candidates in the annual list for a particular occupation should be 20 times the average number of vacancies received in the past two years. The number should be further inflated by 10 per cent to allow the additional demands. However, size of the list is left to the discretion of the State Directors of Employment, who will issue necessary instructions to Employment Exchanges in their States.

(iv) The provisional list so drawn may be given wide publicity through local leading News-papers and displaying it on the Notice Board in the Employment Exchange premises to enable the candidates to point out omissions, if any within a period of 30 days. For giving publicity to the 'Annual List' information about the dates of seniority up to which the candidates are covered in the list in different occupations and not the entire list will be published through newspapers.

(v) The final list may be displayed in the Employment Exchange and one copy may be kept in the safe custody of the Employment Officer In-charge of vacancy work.

(vi) The annual list so drawn will be valid for one calendar year. No changes in the annual list should be made until the end of the year.

(vii) The leftover in the annual list, i.e. those who could not be submitted or placed, may be included in the next year's annual list.

(viii) Registration cards received on transfer from one Employment Exchange to another, shall be given due seniority for inclusion of their names, in the select list even after the same has been prepared.

(ix) Submission should be made in order of seniority from the select list.

(x) The submission against private-sector vacancies should be made out of the annual list without observing seniority. In other words, the private-sector employers may be given freedom to select anyone from the annual list for interview/selection.

Similarly employers in public sector may also have freedom to select applicants from the annual list. However, they will have to lay down a scheme of selection in consultation with employment Officer, before selecting applicants.

(xi) In case of shortage categories, or where the number of candidates on the Select List are relatively smaller, submission from the Live register can be resorted to. It should be ensured that all the cards are available on the Live Register while making submissions.

(xii) Every candidate on the Select List should be given three chances of submission against public sector vacancies of regular/long term nature(i.e. Government/Quasi Government including local bodies organizations). There should be a gap of one month between two submissions. However, where there is evidence to show that the submission made earlier, has not been entertained by the employer, for whatever reason or the applicant has not been selected, submission before one month can also be made.

(xiii) After a candidates has been given 3 chances of submission as referred to above his name should be kept dormant for six months. The period of dormancy after submission of candidates three times against public sector vacancies of regular/long term nature may be decided by the State Director of Employment keeping in view the size of Live Register and other local conditions.

(xiv) The card of the candidate kept dormant, shall be suitably identified, by a tab indicating on it the date of his last submission.

(xv) For private sector vacancies and specific short-term, leave

arrangement/casual/daily wages vacancies in the Public Sector, restrictions for submission in the scheme of rotation will not apply. In other words, such vacancies will not be counted for this purpose.

(xvi) If the name of a candidate has been kept dormant, he will continue to be submitted against private sector vacancies, as for this sector, it is more a question of job development and winning their confidence for better utilization of employment exchanges.

(xvii) If a particular card is lapsed/cancelled/placed, entry to this effect will also be made against the concerned registration number.

9.13 In the case of occupations in which Annual List was not prepared, submission should be made from the Live Register after preparing the 'Scheme of Selection.' It will normally involve the following steps:-

- (a) Firstly, determine what to look for in an applicant i.e. decide the essential requirements the applicant must meet.
- (b) Thereafter, decide whether the applicant possesses the performance requirements prescribed by the employer; that is to say, whether the applicant can perform the job satisfactorily without regard to other specifications the employer may have laid down as pre-requisite to engagement.
- (c) Then determine whether the applicant fulfils the employer's hiring requirements in order to be acceptable to him. In addition to performance requirements, employers usually lay down certain other requirements, e.g. evidence of occupational qualifications such as training and experience; the

requirements based on policy or practice which may not necessarily relate to performance; qualifications such as age, sex personal traits, ownership of tools etc.

- (d) In the selection process, relative importance of various requirements prescribed by the employer as also the limitations, if any, imposed by him have to be taken into consideration.
- (e) Before an applicant is selected for submission, determine whether the job is such as will utilise the skill, knowledge and ability of the applicant to the maximum, and whether inducements to employment such as wages, working conditions, duration of employment etc. will be acceptable to him.
- (f) The last stage in the selection process should be comparison of relative qualifications of applicants for selection. Applicants who fail to meet the essential qualifications and requirements of the demand, point by point, should be eliminated. Selection from amongst those whose relative suitability is equal would be made on the basis of seniority of registration.

Selection of Applicants-Display of scheme of Selection

9.14 In addition to the 'Annual List' selection should also be displayed on a notice board at a prominent place in the Exchange. The following procedure will be followed in preparing and displaying the scheme of selection.

- (i) The scheme of selection should be laid down by the selection officer himself in the prescribed Proforma {(see Volume II Appendix I (5))} and should agree with the

scheme recorded on X-2A. It will be prepared, in duplicate, either by typing or written in hand using carbon papers, the original being displayed on the notice board and the duplicate retained in a folder arranged in chronological order. The folder should be kept in the custody of the selection Officer himself.

(ii) The scheme of selection should be given in such details as to enable the applicants to understand clearly the type of applicants who have been considered for submission against the vacancy. The scheme should clearly indicate the basis on which selection has been made i.e. whether it is on the basis of the level of education, length of experience, seniority of registration or reservation in respect of Ex-servicemen or Scheduled Caste or Scheduled Tribe or OBC applicants etc. The Candidates who are not considered against the vacancy should thus be in a position to appreciate the reasons why they have not been considered against the vacancy.

(iii) If any employer subsequently modifies the qualifications or terms and conditions of service necessitating alternations or changes in the scheme of selection, they should also be displayed on the notice board.

(iv) Representations received from applicants, to the effect that they are eligible for submission on the basis of the scheme displayed on the notice board, should be carefully examined by the Employment officer himself. If the claim is justified, the applicant(s) should be considered for submission. Special care should be taken to ensure that applicants falling within the purview of the scheme of selection are not omitted from submission.

(v) When the date of submission in respect of a particular vacancy is over, the scheme of selection should be removed from the notice board.

(vi) Whenever an employer requires urgent submission against a vacancy, and the time is too short for displaying the scheme of selection, it need not be displayed but the reason for not displaying should invariably be recorded on X-2A.

Seniority of Registration

9.15 The following aspects may be kept in view while making selection of applicants for submission to employers against notified vacancies:-

A. Public Sector

(i) Submission may be made in accordance with the minimum educational qualifications as prescribed by employer in his vacancy notification. Applicants having higher qualifications may also be considered on the basis of common seniority of registration.

(ii) If the number of applicants on the Live Register conforming to the minimum qualifications prescribed by the employer is larger than the required number to be sponsored, the required number may be identified on the basis of seniority of registration.

(iii) In case the employer has prescribed desirable qualifications for the post and has indicated clear preference for applicants possessing higher qualifications or experience of a particular type, only such applicants who possess the desirable qualifications and experience should be sponsored as long as such persons are

available on the Live Register, subject to the fulfillment of ratio of submission.

B. Private Sector

In the case of Submission against vacancies notified by private employers there should be considerable flexibility in the referral policy so that the candidates sponsored not only meet the specific requirements indicated in the requisition but are also readily acceptable to the employers. Efforts should be that the private employers feel reassured that they can get through the Employment Exchanges the same type of candidates what they would have got through the open advertisements.

Number of submissions

9.16 On receipt of demands, a candidate should be submitted from the annual list strictly in order of seniority in the ratio of 1:20 in case of public sector vacancies. The State Directors may, however, have the discretion to raise this ratio in case it is considered necessary, in case the local conditions so demand. However, in each case, a scheme of selection should be prepared on the basis of prescribed qualifications, experience, age, etc. and the applicant selected in order of seniority from the annual list fulfilling the criteria in the scheme of selection.

Submission by Rotation

9.17 The candidate submitted thrice may be kept in dormancy for a period of six months and should not be considered for submission during this period. A notice to this effect should be displayed at a prominent place in the Exchange premises for information of the candidates. Depending upon the Live Register & other local conditions, the period of dormancy

can altered by the State Director of Employment.

Spot Submissions

9.18 If an employer decides immediate submissions, every effort will be made to persuade him to allow sufficient time for the assembly of the best available candidates. If however, for valid reasons there is no time to call applicants from the Live Register and submit them to the employer or the number of called applicants available on the date of submission is insufficient, suitable applicant present in the Exchange premises may be submitted. If the number of applicants present in the Exchange premises is more than the number required, further selection from amongst them will be made in accordance with the guidance points outlined above. Such spot submissions should, however, be made only under the written orders of the senior most officer in post on that day and full justification for doing so should be recorded on X-2A.

Recruitment Drives

9.19 If adequate number of suitable applicants is not available on the Live Register for submission against a particular demand, it may be publicized to attract suitable applicants. The help of training Institutions, workers organizations, professional organizations, employers civic and social service organizations may be sought for this purpose. After obtaining the approval of the State Director a mobile unit may be sent out for conducting recruitment drive particularly in cases of bulk demands to collect the type of applicants required by the employer.

9.20 A separate Record of Registrations should be maintained in respect of registrations done during recruitment drives.

The registration numbers of applicants registered during such drives should be prefixed with the letter 'M'. The Index Cards should be filed on the Live Register according to registration numbers behind the cards of applicants registered in the Exchange on that day.

Pre-Submission Interviews

9.21 Applicants who are selected for submission should as a rule, and when time permits be called by means of X-43 for an interview at the Exchange, before they are sent to the employer. The number of applicants to whom call letters are to be issued will be determined, after allowing sufficient margin for the expected lack of response. The call letters will be issued sufficiently in advance to give applicants time to respond. Before dispatch, the registration number and N.C.O No. of the applicant, order number and N.C.O. Code no. of the vacancy and brief details pertaining to the vacancy will be recorded on the X-43. The date of issue of the X-43, order number of the vacancy etc. should be noted in the F.O.U. on the back of the Index Cards. Similarly, the date of issue and number of applicants to whom X-43(s) have been issued will be entered in the follow up item of the Order Card.

9.22 A tick mark in ink on X-2A against registration numbers of applicants who report to the exchange in response to the call letters. An entry F.T.R(failed to report) should be made in the F.O.U of Index Card of applicants who did not respond. Index Cards of those who do not respond on two occasions will be lapsed unless they give an explanation for their failure to the satisfaction of the Employment Officer. The time-limit for receipt of the explanation will be decided by the State-Director.

9.23 At this stage, the applicants should be given sufficient information about the vacancy such as place of work, nature of duties, promotional prospects, recruitment practices etc. The applicants should also be briefed about the manner in which they should conduct themselves at the interview with the employer, in order to increase their chances of selection for appointment..

9.24 Applicants who agree to be considered against the vacancy and found suitable in all respects should be submitted to the employer. Where the Employment Officer considers it necessary, the consent of the applicants may be obtained in writing and filed in the Order Card along with the X-43. In respect of applicants who report in response to X-43. But who are not selected for submission, an entry R.N.S. (reported but not submitted) or R.D.O.(reported but declined the offer) as appropriate will be made in the appropriate column of the Index Card. The registration of an applicant who decline the offer or submission on three occasions should be lapsed, where the Employment Officer is convinced that the reasons offered by him are not satisfactory. This step should, however, be taken after careful consideration of each case on merits and under written orders of the senior most officer in post. The applicant may appeal to the State Director who may exercise his discretion after considering the merits of each case. Applicants who agree to be submitted should be told in advance that their registrations are likely to be cancelled if they subsequently fail to report to the employer for interview or decline the offer of appointment.

9.25 A list of applicants who are being submitted on X-83 in triplicate, under cover of X-82 should be delivered to the employer by hand. . It should be ensured that the list forwarded to the employer is

serially numbered and signed by the Employment Officer, on each page to avoid addition of any name in the list.

To provide safeguard against bogus list of submission, one of the three copies submitted to the employer duly signed by him should be collected by the Employment Exchange as per cover note X-82. Similarly, this procedure should be followed for submission made under cover X-80.

Adverse Reports when Making Submissions

9.26 Selection and submission of applicants should not be influenced mainly by the opinion expressed by previous employers regarding their character and antecedents. However, if an applicant with an adverse report on his character is submitted and if it is felt that the employer has to be made aware of this fact, the information may be communicated to him confidentially. However applicants who are unsuitable for, or who are debarred from Government service should not only be refused submission against Government vacancies, but when submitting them to private employers be informed of their antecedents, if considered desirable.

Postal Submission

9.27 Postal submission should be made only when it is absolutely essential to do so. If it is decided to submit applicants without calling them to the Exchange and if time permits, X-42, will be issued after deleting the opening sentence on the reverse side of the form which reads as "your particulars have been forwarded to the employer." It should be remembered that in completing item 3 (place of work) of X-42, the area of locality in which the work-site is located alone is to be specified and not the actual address of the employer. If a favourable

reply to X-42 is received, the particulars of the applicants should be submitted to the employer as per procedure laid down in para 9.25 and the applicant is directed to report for interview on X-46 on appointed date & time. The entry "X-46.....(date) " will be made on X-1. A similar entry will be made in X-2 against the name of the applicant. In cases where due to shortage of time submissions are made without taking the prior consent of the applicant, the employer will be apprised of the position.

Preliminary Selection by Employers-issue of lists.

9.28 When an employer desires to make a preliminary selection on the basis of lists before applicants are personally invited for interview, and if he desires that particulars of suitable applicants be supplied to him, the request will be acceded to, provided the vacancy is expected to arise in the near future. In such circumstances, a list containing full particulars of suitable applicants will be forwarded under cover of X-58. Normally, prior consent of applicants should be obtained before forwarding the list. However, if it is not possible to obtain prior consent of the applicants due to paucity of time, the particulars of the applicants may be forwarded to the employer without their prior consent. The applicants should, however, be advised on X-42 that their particulars have been forwarded. An entry 'X-42' will be made in the F.O.U column of X-1. If in reply to X-42 an applicant indicates his unwillingness to be considered against the vacancy, the employer should be informed accordingly.

9.29 In preparing lists of applicants to be forwarded to employers as above, care should be taken to include all relevant particulars of the applicants with special reference to the conditions, qualifications

etc. prescribed by the employer. Special qualifications of applicants, though apparently not quite relevant, should be included if it is felt that this would enhance their chances of getting selected. Particulars of applicants should be presented in such a manner that the employer can at a glance obtain a comparative picture of the applicants, making his preliminary selection an easy task.

9.30 In case, on receipt of X-58, the employer desires to interview the applicants, they will be directed to the employer on the specified date and time.

Submission of Applicants for Formation and Maintenance of Waiting Lists.

9.31 Employers should ordinarily be discouraged from maintaining waiting lists, as such lists cannot generally be kept up-to-date. However, in the case of employers located at a reasonable distance from the Exchange, and in cases where due to the casual or sudden nature of the demand it is not possible to notify every time a vacancy occurs and recruit through the Exchange, use of waiting lists is permissible. It should be ensured that the waiting list or panel (a copy of which should be supplied to the Exchange by the employer), contains only the names of applicants submitted by the Exchange, and that the list remains valid and operative for a maximum period of six months from the date on which it is drawn. The employer will be requested to inform the Exchange as and when applicants on the panel are actually absorbed against vacancies. While making submissions to an employer for the formation of a waiting list, instructions contained in para 9.27 regarding use of X-42 will be observed. Relevant entries will be made in the appropriate items of the Order Cards and the Index Cards of applicants thus submitted.

Submission to Employers at Exchange Premises.

9.32 When an employer or his representative desires to make selection of applicants at the Exchange or a Sub-Office, he should be given all facilities to do so. In such cases, employers' order form and Introduction Cards may not be brought to use.

Submission of Nominees of Government Employers against Vacancies Notified by them.

9.33 If a Government or Quasi-Government employer requests the Exchange to submit his nominee against a notified demand, he should be replied on form X-47. When such requests are received verbally or over telephone, the position as stated in X-47 should be explained verbally or over the telephone and also followed by a written reply in X-47. The nominee of the employer may be submitted if he is equally qualified as other applicants on the Live Register and provided that such consideration does not ignore the relative seniority of their registration. In other words, an employer's nominee will be submitted only if he comes within the purview of the scheme of selection in the normal manner.

NOTE- It may be noted that the above instructions do not altogether ban the submission of employer's nominees. The nominees can be submitted provided they come within the purview of the scheme of selection drawn up for the purpose. To submit an employer's nominee and then decide that the placing need not be accounted statistically is irregular. The question of accounting placements is of secondary consideration only, the primary consideration being whether equal

opportunity for employment to all applicants has been ensured by the Exchange in handling the vacancy.

Submission of Applicants already Appointed by Government Employers.

9.34 If a Government Department or office improperly appoints a candidate against an available vacancy without referring to the Exchange concerned, and if subsequently, that Department or office sends the employed person to the Exchange for registration and formal submission in order to regularise the appointment, the Exchange should refuse such registration and submission. However, if the practice of direct recruitment continues, full details and instances of this nature should be reported to the State Director. A copy of the communication should be sent to the Directorate General when Central Government Departments or Offices are involved. If necessary, the matter may be taken up by the State Director or the Director General with the State Government or the appropriate Ministry of the Government of India. Action may also be taken under the provisions of the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959 and the rules made thereunder for not notifying the vacancy, before it was actually filled up.

CHAPTER X POST SUBMISSION ACTION

Obtaining Results of Submission

10.1 The Exchange should endeavor to obtain the result of every submission. If neither the employer nor the applicant has communicated the result within a reasonable time, the Exchange should, if possible, contact the employer over telephone or send him a written reminder on X-59. If a reply is still, not received, the employer should be visited or contacted by the Employment Officer. All efforts made in this connection (whether through contacts in person, on phone or by post, giving the date on which X-59 is issued) should be chronologically noted in 'follow-up' column of the Order Card.

10.2 It is imperative that all action regarding submission of applicants and 'follow-up' of submissions should be taken with all possible speed, and that no demand for workers is left outstanding for want of timely action on the part of the Exchange, either to meet the requirements of the employers or to obtain the result of submissions.

10.3 When advised by an employer that an applicant has been selected for the post against which he was submitted, X-75 should be used to inform the applicant of his selection, the date when he should report to the employer, etc.

NOTE I The employers are required to furnish the result of selection within 15 days from the date of selection in respect of the vacancies coming within the purview of EE(CNV) Act, 1959 as per Rule 5(3) of the EE(CNV) Rules, 1960.

Note II- Central Government Department as well as Quasi-Government organisations under the administrative control of the various Ministries of the Government of

India are under definite instructions to the effect that selections should be finalised and results communicated.

Proof of Placing-Recording of Results

10.4 If a submission has led to the absorption of an applicant into remunerative employment (or work which is likely to lead to remunerative employment) it should be regarded as a placing provided it conforms to the definition of placing given in Chapter-II. The proof of placing -a copy of letter of appointment issued by Government Department (which should ordinarily be regarded as proof of placing) or such other communication or record of information should be filed inside the Order Card.

Note- Although letters of appointment issued by Government Officers should ordinarily be regarded as proof of placing, consequential amendments should invariably be made to the entries on X-1/ X-2/ statistical returns, if subsequent information is received from applicants or employers that such letters of appointment have been cancelled or if the applicants have failed to join duty. If the figures relating to the appointments since cancelled have already been included as placings in the statistical returns, necessary adjustment should be made in the statistics for the current month by deducting an equal number of placings from the months placing figures.. A foot-note should be added to the returns concerned indicating the adjustment(s) made.

10.5 It should be ensured that registration and submission work, whether, done in the Exchange premises or outside during recruitment drives, is carried in such a manner that the resultant placings are unquestionable in character. Comparatively less important details of procedure may be

cut short in special cases, e.g. in bulk registrations and bulk submissions but essential procedure should in no case be sacrificed.

10.6 The letters "pl" and pay or remuneration on which the applicant is engaged should be entered in the Record of Registrations (X-63) and on the Order Card(X-2). After making entries on X-56 the Index Card should be removed from the Live Register. If there is no outstanding vacancy on the Order Card it should be transferred to the Dead Order Register.

10.7 If members of the staff are sent to employers to obtain results of submissions, they should be instructed to bring back signed statements from employers, giving the names of applicants employed. Verbal information brought by them should not be treated as proof of placing. They should be given a list of applicants submitted and a covering letter requesting the employer to indicate which of the applicants, have been engaged and reasons for rejection in the case of those not accepted.

10.8 A placing should be counted during the month in which the proof of placing is received and not during the month in which the submission was made. Placing for which proof is received before the end of a month should not be carried over into the statistics relating to the following month.

Repeat Placement

10.9 When the same applicant is placed in the same category of job with the same employer more than once in the same calendar month (as may happen, when supplying casual workers), the placing should be counted only once in a month for statistical purposes irrespective of the number of times the vacancy is notified

during the month. Similarly, the relative number of vacancies as also the number of submissions made in respect of the same persons, should, for statistical purposes be counted once only.

10.10 In respect of decasualisation, or other schemes which are operated by forming fixed pools of workers and distributing the casual vacancies among such workers by rotation, placing for each worker should be counted only once in a year and not once in a month. Cases where there is doubt as to whether or not a particular scheme attracts the provisions of this Para should be referred to the State Director for a ruling.

Rejection of Applicants by Employer-Action to be Taken

10.11 If the employer rejects all the applicants who are submitted or does not accept sufficient number of applicants to fill the vacancies notified, the reason(s) thereof should be ascertained from him and action taken without loss of time to remove the cause(s) of such rejection(s). The special reason(s) for rejection. If any, should be entered against item 21 of the Order Card.

Non-response to Call Letters/Refusal of Offer of submission or Appointment

10.12 The Index Card of an applicant (i) who was called by the Employment Exchange for consideration against vacancies for which he was prima-facie suitable and failed to report twice or (ii) who declined consecutively three times offer of submission or (iii) who gives his willingness in writing to be submitted against a vacancy but subsequently either does not report to the employer or refuses the offer of appointment, should be removed from the Live Register unless he

gives a cogent reason for his action, in reply to the show-cause notice.

Recording, Filling and Cancellation of Vacancies

10.13 When a vacancy is filled or cancelled, item 4 of the Order Card should be completed. In the case of cancellation, efforts should be made to ascertain the reason(s) which should then be recorded briefly against item 15 e.g., 'Vacancies filled by employer through other source', 'Exchange unable to find suitable applicants' etc.

Dead Order Register

10.14 Order Cards in respect of vacancies which have been filled, or in respect of which no further action has to be taken should be transferred from the Live Order Register (over the dated initials of the officer concerned, in col.15) and filed in the Dead Order Register. An Order Card in respect of which the result of submissions is pending should under no circumstances be transferred to the Dead Order Register.

10.15 Information regarding the "number of submissions made" and the "number of vacancies filled" should be entered in the respective columns of the Vacancy Order Register (X-64). The date and reason for transfer of the card to the Dead Order Register should be entered in the remarks column of the Vacancy Order Register.

Month's and Twelve Month's Section of the Dead Order Register

10.16 Within the Dead Order Register, cards transferred during the current month should be kept separately in a Month's Section ". These cards should be filed according to serial order of the N.C.O code

number, and alphabetically according to the name of the employers within each occupation. This is to facilitate statistical extraction. Cards transferred during the previous twelve months should be kept in a "Twelve Months Section" . At the end of each month, after the month's statistical information has been extracted, the entire bunch of cards in the Month's Section should be transferred to the Twelve Months' Section of the Dead Order Register.

Destruction of Order Cards

10.17 After an Order Card has remained on the Twelve Months' Section for twelve months it should be removed and disposed of as scrap in accordance with such instructions as may be issued from time to time by competent authorities.

PROFESSIONAL AND EXECUTIVE

Registration and Live Register

11.1 The following categories of applicants will be considered as professional and executive standard applicants:-

- i. Persons holding Bachelor's Degree or equivalent diploma in a professional or specialized course such as Engineering, Medicine, Agriculture, Veterinary Technology and Law
- ii. Persons holding Post-Graduate Degree in Education of equivalent diploma;
- iii. Persons holding Master's Degree in Ist or IInd Division or higher Degree or Post Graduate Diploma or equivalent in other subjects;
- iv. Persons having attained the above standard by virtue of their past experience and knowledge although not possessing the above qualifications which should also include retired/retrenched commissioned or gazetted officers.

Note: In case Divisions are not mentioned in the degree/ certificates , candidates securing 60 per cent and above may be treated as equivalent to Ist Division and 50 per cent to 59 per cent as IInd Division for the purpose of registration at Professional and Executive Office.

11.2 Such persons should normally be registered at the Professional and executive Employment Office of the State. However, if such a person calls at the Exchange in whose jurisdiction he normally resides , for employment assistance, it will be ascertained from him whether he has already

registered with the Professional and Executive Employment Office. If he has not registered, an Index Card will be prepared in respect of him and forwarded to the Professional and Executive Employment Office. The applicant will be informed that the Professional and Executive Employment Office will render him necessary employment assistance and will send him his Identity Card. In case the applicant desires to be considered for vacancies(other than professional and executive standard) notified to the local Employment Exchange, a secondary Index Card will be prepared and maintained at the 'local Employment Exchange. Such secondary Index Cards will be endorsed " duplicate -original with P. & E. E. Office" on the top left hand corner. Whenever a secondary Index Card is maintained at the local Exchange, an endorsement "Secondary registration retained at(name of the Exchange)" will be made on top of the X-1, before it is sent to the Professional and Executive Employment Office. A book register (called X-63A) will be maintained in the same Proforma as prescribed for X-63, at the local exchange in respect of all professional and executive standard applicants, for whom Index Cards are prepared and forwarded to the Professional and Executive Employment Office. Its serial number will be indicated in red ink in the margin against item 1 of the secondary X-1.

11.3 Applicants, whose Index Cards are received by the Professional and Executive Employment Office from the Employment Exchanges, will be registered at the Professional and Executive Employment Office within 24 hours and Identity Cards issued to them direct by post under intimation to the Employment Exchanges concerned. On receipt of such intimation, the Employment Exchange concerned will

enter the registration number and N.C.O. Code No. allotted to the applicant, in the last column of the X-63A for reference purposes.

11.4 Applicants of professional and executive standard, who call at the Professional and Executive Employment Office or apply direct for employment assistance will be registered in the normal manner. However, if such an applicant desires to be considered for vacancies notified to the Employment Exchange in whose jurisdiction he resides, a secondary Index Card will be prepared and sent to the concerned Exchange stating the position and also indicating the registration number and N.C.O Code No. allotted to him.

11.5 Applicants, who possess qualifications of professional and executive standard as stated in Para 11.1 above, and are graduates/post graduates/diploma holders of a University, are also eligible for registration at the University Employment Information and Guidance Bureaux concerned. When they are registered at U.E.I & G. Bx their secondary Index Cards need not be forwarded to the Professional and Executive Employment Office.

11.6 The Professional and Executive Employment Office will be responsible for the renewal of registration in respect of its registrants. As and when Index Cards of applicants registered with the Professional and Executive Employment Office are lapsed, details such as name, registration number and N.C.O No. of the applicant will be intimated to the Exchange holding their secondary Index Card. On receipt of such intimation, the local Exchange will remove the secondary Index Cards from the Live Register.

Vacancy and Submission

11.7 The Professional and Executive Employment Office will book appropriate vacancies notified by employers in the State {Except Central Government vacancies of a scientific and technical nature carrying a basic pay of Rs.1400 p.m. and above(pre-revised)}, and take normal submission action. The State Director will decide the type of State Government and Private vacancies which the Professional and Executive Employment Office in the State should handle.

11.8 In order to make available to the employers the most suitable applicants available in the state, the Professional and Executive Employment Office will not only consider for submission such applicants who are available on its Live Register but also circulate the vacancy to the U.E.I & G.Bx in the State. The U.E.I & G.Bx will submit suitable applicants to the Professional and Executive Employment Office, who will consider them along with those available on its own Live Register for submission against notified vacancies. The proportion of submissions to be made by the U.E.I & G.Bx against such vacancies may be decided upon by the State Directors.

NOTE:- Submission made against Central Government vacancies of Scientific and Technical nature carrying a basic pay of Rs. 1400/- p.m.(Pre-revised) and above circulated by the Central Employment Exchange, by U.E.I & G.Bx need not be routed through the Professional and Executive Employment Office.

11.9 Whenever a vacancy appropriate to professional and executive standard applicants is notified to the local Employment Exchange or U.E.I & G.B., the

details thereof will be communicated under intimation to the employer to the Central Employment Exchange or the Professional and Executive Employment Office depending on whether it is a Central Government vacancy of scientific and technical nature and carrying basic pay of Rs. 1400/- p.m.(Pre-revised) and above or a vacancy notified by any other category of employers. When an applicant submitted by the Professional and Executive Employment Office is placed in employment, the Exchange holding his secondary Index Card should be duly informed. It will however be open to the U.E.I & G.Bx to submit suitable applicants direct in response to specific enquiries made to them by private employers.

Statistics

11.10 Applicants and vacancies of professional and executive standard will be accounted for in the statistical returns of the Professional and Executive secondary Index Cards of professional and executive standard applicants should not include them in their normal statistics. If an applicants whose secondary Index Card is maintained by an exchange is placed in employment through its efforts, it will be statistically accounted for by the Exchange concerned as F.O.A placing and professional and Executive Employment Office will account it as I.O.A placing . In such cases intimation regarding placement, found work etc. should be forwarded to the Professional and Executive Employment Office by the Exchange concerned. If an applicant submitted by the U.E.I & G.B. is placed against a vacancy circulated by the Professional and Executive Employment Office, it will be accounted for as F.O.A placing by the Professional and Executive Employment Office and the U.E.I. & G.B. will account it as I.O.A placing.

WOMEN APPLICANTS

Registration

11.11 Women will normally be registered by an officer and their registration number prefixed with the letter “W” Separate Record of Registrations and separate Live Register should be maintained for them unless otherwise instructed by the State Director.

11.12 Employment Officers should visit training institutions for women and other centres in their area, with a view to disseminate information regarding employment opportunities available to women and also arrange to register those likely to pass out from the training institutions. Training institutions for women will be regularly supplied with reports on employment market information, career pamphlets and other occupational literature.

Vacancies and Submission

11.13 Vacancies specifically notified for women, but which are not of professional and executive standard will be entered in a separate Vacancy-Order Register and order number prefixed with the letter “W”. Separate Live Order Register and Dead Order Register should be maintained unless otherwise instructed by the State Director.

11.14 Submission of women applicants should not be confined to vacancies specifically notified for them. Women should be considered for all vacancies for which they are eligible.

11.15 Employment Officers should arrange for wide publicity of vacancies for women applicants particularly in occupations in which shortage exists. Efforts should be made to locate and persuade employable and

qualified women to avail of the vacancies in occupations, which remains unfilled due to non-availability of suitable women applicants. Employment Officers may also explore suitable avenues of part-time employment for women. Co-operation of local women's organisations such as the All India Women's Conference Y.W.C.A. and training institutions may be enlisted to the maximum extent possible for this purpose.

Widows And Women Separated From Their Husbands

11.16 For the purposes of appointment to Group C & D posts under the Central Government made through the Staff Selection Commission and Employment Exchanges, the upper age limit in the case of widows, divorced women and women judicially separated from their husbands, who are not re-married, is relaxed upto the age of 35 years (upto 40 years for members of Scheduled Caste/Tribe).

DISPLACED PERSONS

Registration and Live Register

11.17 Displaced Persons who apply for employment assistance will be registered in the normal manner. Those Displaced Persons who produce satisfactory evidence of the being *bona-fide* Displaced Persons will be registered and for identification purposes the name of the country may be prefixed while giving the registration number.

NOTE: Para 12.7 refers to the Department of Personnel instructions in this regard. For various types of Priorities, Appendix I(6), Vol. II may be referred.

DISCHARGED GOVERNMENT EMPLOYEES

Registration and Live Register

11.18 When a Central or State Government employee who has been retrenched, or is likely to be retrenched within three months, applies for employment assistance, he will be registered as a Discharged Government Employee, provided he produces a certificate from the department/office where he was last employed to show that he has been retrenched or is likely to be retrenched within three months. In the case of Discharged Central Government Employees, the certificate should be in the standard Proforma prescribed by the Government of India {see Vol. II, Appendix I (3)}. No applicant should be registered as a Discharged Government Employee (Central) without production of the Discharge Certificate. In respect of persons retrenched or declared surplus as a result of the recommendations of the Administrative Reforms Commission or the Staff Inspection Unit of the Ministry of Finance of the Government of India, the certificate should be to that effect. These instructions relating to registration of Discharged Central Government Employees will be prominently displayed on the notice board, for the information and guidance of applicants.

11.19 Index Cards relating to Discharged Central Government Employees will be endorsed "D.G.E (C)" at the top and those relating to discharged State Government Employees (including employees of Union Territories), endorsed "D.G.E(S)". Index Cards relating to those who are both D.G.E(C) and D.G.E.(S) will be endorsed "D.G.E(C/S)". Index Cards of Discharged Government Employees will be affixed with suitable coloured tabs to facilitate

identification on the Live Register. The entry D.G.E(C) or D.G.E(S) as appropriate will be made in the category column of the X-63, against the names of Discharged Government Employees.

11.20 Applicants who claim to be Discharged Central or State Government Employees, but who are unable to produce documentary evidence in support of their claim will be registered as ordinary employment seekers until confirmation has been obtained from the department/office concerned . Verification of service records of such candidates may be sought, and as soon as documentary evidence is received the candidates will be reclassified.

Submission against Government Vacancies

11.21 When vacancies in Government departments/offices are received, the claims of retrenched Government employees should be carefully considered in accordance with the instructions issued by the appropriate Government in the matter. Retrenched government employees who have been debarred from Government Service should not, however, be submitted against Government vacancies.

Special Points about submission of Discharged Central Government Employees

11.22 Persons retrenched or 'declared surplus as a result of the recommendations of the Administrative Reforms Commission or Staff Inspection Unit of the Ministry of Finance should be given overriding priority in the matter of submission against Central Government vacancies. These applicants should not be compared on merits with

others on the Live Register who are not eligible for such priority. Even if an applicant not belonging to this priority group is found more suitable than the one belonging to this group, the latter should be submitted (and will have to be accepted by the appointing authority) unless he is found unsuitable, beyond doubt, for the post in question.

11.23 Discharged Central Government Employees (and applicants belonging to other priority groups) who may have lost proficiency in typewriting may be submitted against vacancies of lower division clerks, in spite of their lack of requisite speed in typewriting provided they are found otherwise suitable. Such persons will, however, be required to attain the requisite speed of 30 w.p.m.in typewriting within six months of their appointment, failing which steps may be taken by the appointing authority to terminate their services. When their services are thus terminated, they will not be eligible for any priority thereafter. Persons belonging to priority groups who are 45 years of age or above are exempted from qualifying in a typewriting test, but even they are expected to have a working speed in typewriting {see Vol. II Appendix I (7)}.

11.24 Discharged Central Government Employee is eligible for submission on a priority basis not only against the same category of posts from which he was retrenched but also for every other post for which he is suitable and qualified. When once priority is accorded to a person, there should be no objection in submitting him even against a post higher than the one he was holding before the discharge, provided the applicant fulfills all the requisite conditions. For example, a retrenched lower division clerk may be submitted against

vacancies of upper division clerks or stenographers provided he conforms to the required standards.

NOTE: A notice to this effect should be displayed at a prominent place in the Exchange premises for information and guidance of job seekers.

11.25 While registering Central Government Employees whose services are declared to be no longer required, and who have been served with a notice of retrenchment should be told in clear terms that in the event of the notice being withdrawn, they must inform the Exchange immediately. It should be explained to them that from the date of withdrawal of the notice, they should consider themselves still in Government employment, and as such any application for employment in another department/ office will have to be made through the normal channels. It should further be explained that withholding of such information may lead to their irregular submission to other Government departments/offices, and that may lead to disciplinary action against them.

On receipt of information that a notice of retrenchment has been withdrawn, any priority accorded to the applicant should be withdrawn under intimation to the applicant. These instructions may be prominently exhibited on the notice board, for the information of the applicants.

11.26 Central Government Employees, whose services have been terminated under Rule 5 of the Temporary Service Rules as a measure of reduction in establishment are eligible for priority consideration as D.G.Es (C), but those whose services have been terminated under same rule on account of

unsuitability for continuance are not entitled to any priority consideration, though they are not debarred from consideration for re-employment in Government Service. When persons whose services have been terminated under Rule 5 of the Temporary Service Rules apply for employment assistance and claim priority consideration, they should be asked to produce the Discharge Certificate to establish the correctness of the claim.

Relaxation of Age Limits in Favour of D.G.E (C)

11.27 For appointments made otherwise than on the basis of open competitive tests held by the U.P.S.C the period of service rendered by a Discharged Central Government Employee will be deducted from his actual age, and if the resultant age does not exceed the prescribed maximum age limit by more than three years, he shall be deemed to satisfy the conditions in respect of the maximum age. Employment Officers will admit a person the concession only if he produces a certificate from the department /office where he was working previously to show that he is a D.G.E (C), as defined in Chapter II {see volume II, Appendix I (3)} .

SURPLUS/RETRENCHED CENTRAL GOVERNMENT EMPLOYEES

Registration

11.28 Deployment of surplus/ retrenched Group A, Group B, Group C & Group D Central Government Employees is now being made by the Division of Retraining & Redeployment of the Department of Personnel. Particulars of surplus persons as a result of the recommendations of the Administrative Reforms Commission and

the Staff Inspection Unit of the Ministry of Finance shall be reported direct by the Ministries/departments/offices concerned to the Division of Retraining & Redeployment, which will maintain a roster of all such persons. However, when such persons approach the Employment Exchange for employment assistance, they will be registered as priority I candidates.

Submission against Central Government Vacancies

11.29 All Group A, Group B, Group C & Group D vacancies under the Central Government shall be notified to the Division of Retraining and Redeployment of the Department of Personnel in the first instance. The Division of Retraining & Redeployment shall either nominate persons against notified vacancies (if suitable candidates are available on its roster), or permit the employing authority to fill up the vacancy through other permissible channels.

11.30 All retrenched temporary Central Government employees who were recruited through Employment Exchange and have put in at least three years regular continuous service before retrenchment are also eligible for re-deployment through a Division of Retraining & Redeployment. For appointment to Group C and Group D posts, the retrenched employees would be eligible for age concession by being allowed to deduct the length of continuous service rendered by them before retrenchment plus a relaxation in age to the maximum of three years. The names of employees retrenched from Group C, Group D posts who cannot be redeployed in the Ministry/Department concerned should be referred to the Division of Retraining & Redeployment created for this purpose in the Department of Personnel.

Group D Central Government Employees

11.31 Group D Central Government Employees who are educationally or technically qualified for Group C posts, when registered at Employment Exchanges will be accorded priority III for submission against Central Government Vacancies. They are also allowed to deduct from their actual age the period of service rendered by them in Group D posts in computing the maximum age limits. While making submission against Group C vacancies under the Central Government, those who have put in longer periods of service in Group D posts in Government departments/offices may be given preferential consideration. Educationally or technically qualified Group D employees of Quasi Government organisations under the administrative control of the central Government are also eligible for registration with the Employment Exchanges for Group C posts but they will not be entitled to any priority.

EX-SERVICE PERSONNEL, DISABLED EX-SERVICE PERSONNEL AND DEPENDANTS OF DEFENCE SERVICE PERSONNEL KILLED OR SEVERELY DISABLED

Registration

11.32 (a) In respect of serving personnel expected to be released/retired, registration will be initiated fifteen months prior to his release/retirement by the retirees' unit. The Secondary Index Card (X-I) duly filled in of such servicemen will be sent by the concerned Zila Sainik Board to the local Employment Exchange. No correspondence in this regard is to be entertained by the Employment Exchanges from the Unit/Record Offices.

(b) Similarly, ex-servicemen already released/retired will also not be entertained for registration directly by the Employment Exchanges. Their registration will be initiated by the Zila Sainik Boards and Secondary Index Cards(X-1) in respect of such applicants duly filled in will be forwarded by the Zila Sainik Boards to the respective Employment Exchanges. The registration of the disabled ex-servicemen (including those disabled in peace-time), will be initiated at the Rajya Sainik Boards only and Secondary Index Cards (X-1) in respect of these applicants duly filled in will be forwarded by the Rajya Sainik Boards to the appropriate Employment Exchange as well as, Ex-Servicemen Cell of the Directorate General of Employment and Training. Secondary Index Cards of such of the disabled Ex-servicemen who fall within the definition of physically handicapped as defined in Chapter II will also be sent to Special Employment Exchanges for Physically Handicapped by the Rajya Sainik Boards. So far as dependants of the soldiers killed or severely disabled are concerned, their applications duly verified will be transmitted to the Ex-servicemen Cell of the D.G.E&T for registration. The Cell shall inform the registration numbers assigned to dependants(upto two) to the individual candidates/Directorate General Resettlement and concerned Zila Sainik Boards. The particulars of such dependants alongwith the registration numbers will also be forwarded by the Ex-servicemen Cell of the D.G.E&T to the concerned Employment Exchange for registration.

(c) The Employment Exchange, on receipt of Secondary Index Cards in respect of ex -servicemen, disabled ex-servicemen and dependants of soldiers killed or severally disabled, will record their particulars in a separate X-63, indicating the appropriate category i.e. XS, disabled XS,

dependant. These Secondary X-1 cards will be filed in the Live Register according to their date of registration.

Interpretation of Discharge Certificate

11.33 The service terms used in the Discharge Certificates of Ex-Servicemen in respect of character and conduct will have the following meanings, which may be explained to employers, if necessary.

Exemplary:	Absolutely reliable and trust worthy.
Very Good:	Extremely reliable and worthy individual.
Good:	Generally reliable and worthy individual.
Fair:	Not so reliable and more likely to lose control of himself.
Indifferent:	Has not taken kindly to the life in Defence Services; not very reliable or trustworthy.
Bad:	Not emendable to discipline; likely to be unreliable in any walk of life.

11.34 The Government of India and the State Governments have recognised a number of service qualifications equivalent to certain civil education qualifications for purposes of employment in the Central/State Government establishments. These are given in Vol. II at Appendix I(8).

Concession and Priorities admissible to Ex-Service Personnel

11.35 (a) All Ex-service personnel should be regarded as Discharged Central Government Employees D.G.E(C) provided

they satisfy the definition of the term as given in chapter II and they are entitled to all concessions and priorities admissible to D.G.E(C).

(b) All ex-servicemen are entitled to priority III for submissions against Central Government vacancies.

(c) For appointment to Group C and Group D posts (both for reserved and unreserved vacancies), Ex-servicemen shall be allowed to deduct the period of such service from their actual age, and if the resultant age does not exceed the maximum age limit prescribed for the post/service by more than three years, they shall be deemed to satisfy the conditions regarding age limit.

(d) Ex-Servicemen (including Disabled Ex-Servicemen) who have put in not less than three years service in the Armed Forces, or whose total service in the Defence Forces and a civil department is not less than three years shall be exempted from the prescribed educational qualifications for purposes of appointment to Group D posts reserved for ex-servicemen under the Central Government.

(e) The appointing authority may at its discretion relax the minimum educational qualifications of middle school or less, prescribed for any Group 'C' post(s), for appointment of ex-servicemen to a reserved vacancy, provided the candidate is otherwise fit to hold the post and perform the duties attached thereto.

(f) For purpose of computing qualifying service, the service rendered by the ex-servicemen in the corresponding Group of the post in civil Department or public sector undertaking or an autonomous organisation whether under the Central or State

Government or in a Nationalised Bank may be added to the period of service rendered in the Armed Forces.

(g) Priority I, along with surplus/ retrenched Central Government employees, for purposes of appointment to Group C and Group D posts filled through Employment Exchange/Ex-Servicemen Cell shall be accorded to:-

(i) disabled ex-servicemen as defined in Chapter II(disabled in war time)

(ii) ex-servicemen disabled in peace time if their disability is attributable to Military service.

(h) Priority II A shall be accorded to upto two members each of the families of:-

(i) Defence Service Personnel killed or severally disabled in action.

(ii) Defence service personnel killed or severely disabled with over 50 percent disability and becoming unfit for employment in peace time, provided their death/disability is attributable to military service.

For appointment to Group C and Group D posts filled through the Employment Exchange/Ex-Servicemen Cell.

(i) The disabled Defence Service personnel will be eligible for appointment to Group 'C' posts, which are filled on results of competitive examinations conducted by the Staff Selection Commission and other bodies provided they are educationally qualified. For appearing at the examination, they are allowed a relaxation of the age limit up to three years (eight years in the case of disabled Defence Services personnel belonging to SC/ST) in excess of the

prescribed upper age limit, subject to the condition that they would not be allowed to avail of a larger number of chances in respect of recruitment to a service, or a group of services, than the maximum number of chances permissible to any general candidate under the age limit.

(j) For appointment of Group 'C' and 'D' posts, which are filled through the Employment Exchanges, the disabled Defence Services Personnel would be allowed relaxation of the age limit upto 45 years of age (50 years in the case of disabled Defence Service personnel belonging to the SC/ST), or provided they satisfy the age limit prescribed for a particular post after deducting the period of their service in the Armed Forces from their Actual age and adding three years thereto, whichever, may be more advantageous to them.

(k) The post reserved for Ex-servicemen/ disabled Ex-servicemen and those which are to be filled by priority category candidate, should not be filled through any other sources without making a reference to the Zila Sainik Board/Rajya Sainik Board/Ex-servicemen Cell, DGE&T/Employment Exchange, as appropriate.

(l) Disabled Ex-servicemen who are considered for appointment to Group C posts filled through the Employment Exchange but who do not possess the required educational qualifications will not be considered ineligible for appointment, merely on that account. Their ability to discharge the duties expected of the incumbents of the particular Group C posts, will be assessed by the appointing authorities on the basis of a suitable test designed for the purpose.

(m) Disabled Ex-Servicemen will be examined by the Demobilization Defence Services Medical Board, and the certificate of fitness granted by the Board will be adequate for purposes of appointment of such personnel in Government departments/offices.

Vacancy & Submission

11.36 (a) The entire responsibility to sponsor Ex-Servicemen (including disabled Ex-Servicemen both during war time as well as peace time and dependants) against reserved vacancies in the Central Government offices/ Establishments/ Undertakings/Enterprises (including Nationalised Banks) will be of the Zila Sainik Boards/Rajya Sainik Boards/Directorate General Resettlement. The Employment Exchanges/Ex-Servicemen Cell are not to make submissions against vacancies reserved for ex-servicemen. The non-availability certificates (N.A.C) in respect of such vacancies will only be issued to the employers by the Rajya Sainik Boards under intimation to the concerned Employment Exchange for further necessary action, if any Employment Exchanges will, however, sponsor ex-servicemen against the unreserved vacancies in Central Govt. offices/Establishments/Undertakings/Enterprises (including Nationalised Banks) and reserved and unreserved vacancies of the State Government, State Quasi-Government, local bodies and Private Sectors.

(b) The Ex-Servicemen Cell of the D.G.E&T will sponsor disabled ex-servicemen and dependants only against the vacancies earmarked to be filled by priority candidates in Central Government Offices/Establishments.

(c) In respect of vacancies reserved for ex-servicemen and those earmarked for priority category candidates in Group 'C' and Group 'D' Civil posts under the

Ministry of Defence including the lower formations and subordinate offices, Director General Resettlement would sponsor disabled Defence Services personnel & dependants of those killed or severely disabled.

(d) As regards the vacancies earmarked to be filled by priority candidates in the Government of India, these shall be simultaneously notified to the concerned Employment Exchanges and the Ex-Servicemen Cell of the D.G.E.&T. The Ex-Servicemen Cell of the D.G.E.&T. shall sponsor disabled ex-servicemen and disabled ex-Border Security Force personnel (holding priority I) and dependents of Defence Service Personnel killed or severely disabled and dependents of Border Security Forces personnel killed in Action (holding Priority IIA) against the vacancies meant for priority categories of candidates. If suitable candidates holding Priority I or IIA are not available on the rolls of Ex-Servicemen Cell of the D.G.E.&T., the said vacancies shall be released to the concerned Employment Exchanges for sponsoring other candidates holding Priority III or otherwise.

(e) Employment Exchanges will, however also submit these applicants against all priority and non-priority vacancies notified to them. But these applicants should not be called to the Exchange unless absolutely essential.

Note: Released emergency commissioned and Short Service regular commissioned officers should be considered as Ex-Servicemen.

11.37 Normally two types of personnel are employed in the Territorial Army, those employed on a part-time basis, and those employed on a full-time basis on the permanent establishment. Obviously,

persons falling in the first category and discharged from the Territorial Army should not be considered as Ex-Servicemen. As regards persons of the second category, most of them are either Ex-Servicemen or ex-officers of the Armed Forces re-employed and as such, they continue to be Ex-Servicemen on discharge from the Territorial Army. There may be a few who are not Ex-Servicemen but employed on the permanent staff. These persons who are engaged on the permanent staff for a limited number of years should be considered as Discharged Central Government Employees.

11.38 Persons engaged on the permanent staff of the Territorial Army service for varying periods, and on discharge some of them revert to part-time employment in the Territorial Army itself. This part time employment only means a period of training, the duration of which may range from 30 to 60 days in a year. Persons who serve on the Permanent staff for a period of six months or more and who on discharge revert to part-time employment in the Territorial Army are to be considered as Discharged Central Government Employees.

11.39 During the Emergency, Territorial Army units were called up for full-time service and Territorial Army personnel were embodied for service in these units. These personnel on disembodiment have reverted to part-time service for long periods. Though, they were not in the permanent establishment of the Territorial Army, they should be considered as Discharged Central Government Employees, provided they were employed on a full-time basis against regular establishment for a continuous period of six months or more.

11.40 Considering the useful training and experience acquired during the service with

the Territorial Army, Employment Officers should make special efforts to place ex-Territorial Army Personnel in suitable alternative employment.

Lok Sahayak Sena Personnel

11.41 Lok Sahayak Sena Personnel who have served on the permanent staff for a period of six months or more, and then reverted to part-time employment in that organisation are eligible to be considered as Discharged Central Government Employees.

Ex-Airmen of the Auxiliary , Air Force

11.42 Ex-Airmen of the Auxiliary Air Force who were called up for Air Force service during the Emergency under section 25(c) of the Reserve and Auxiliary Air Force Act, 1952 , and discharged after a continuous engagement of six months or more should be treated as discharged Central Government Employees, provided they were employed on a full time basis against regular establishment.

Discharged Defence Personnel (Civil and Service)

11.43 Retrenched and released personnel(both civil and service) of the Defence organisations should be regarded as Discharged Central Government Employees, provided they satisfy the definition of the term as given in Chapter II. With a view to ensure that vacancies in Defence establishments are filled up by personnel retrenched from those establishment or by Ex-Servicemen such personnel should be given preference over other Discharged Central Government Employees in the matter of submission against vacancies notified by Defence establishments. Index Cards relating to such persons should be suitably tabbed to facilitate identification.

Discharged Civilian Employees of Defence Services

11.44 At times, civilians are appointed temporarily to posts normally held by combatants in lower formations of Defence Services. When combatants become available, these civilians are discharged. Such retrenched employees who have put in a continuous service of six months or more shall be considered as Discharged Central Government Employees .

Retrenched Personnel of the General Reserve Engineering Force

11.45 (a) Personnel released from the G.R.E.F on completion of their tenure of service should be considered as Discharged Central Government Employees , provided they have put in a continuous service of six months or more.

(b) Serving personnel of the G.R.E.F. are eligible to get themselves registered with the Employment Exchanges six months prior to their release from the G.R.E.F through their respective units.

Cadet Instructors in the National Cadet Corps

11.46 Persons recruited from 1st January, 1963 onwards as whole-time cadet instructors in the N.C.C, on release on the expiry of their initial/extended tenure and those who are released before the expiry of their initial/extended tenure after serving for a period of not less than six months shall be treated as Discharged Central Government Employees provided they produce a certificate to the effect that they had been

released from the N.C.C on the expiry of their initial /extended tenure.

Statistics

11.47 Compilation and maintenance of Statistics in respect of ex-servicemen including disabled ex-servicemen will be the responsibility of the Sainik Boards.

Disabled Border Security Force Personnel and Dependants of Border Security Force Personnel killed in Action.

11.48 (a) Full particulars of Disabled B.S.F. Personnel and dependants of deceased B.S.F. Personnel, who are not absorbed against vacancies in the B.S.F and other Paramilitary organisations under the Ministry of Home Affairs, shall be furnished to the Ex-Servicemen Cell of the D.G.E.&T. by the Director General of the Border Security Force. On receipt of the particulars, the Ex-Servicemen Cell will register them, indicating the nature and details of disability in appropriate cases alongwith the Disability Code {See Vol. II Appendix I (9)}. In case of dependants, the relationship with the BSF personnel killed in action should be recorded in F.O.U Column. X-63 should be maintained Statewise.

(b) The Ex-Servicemen Cell furnish the particulars of disabled B.S.F personnel and eligible dependents to the concerned Employment Exchanges for registration and submission. A separate X-63 should be maintained for such applicants. No renewal of registration will be necessary in their case.

Vacancy & Submission

11.49 Vacancy and submission procedure has been given in para 11.36

Concession & Priorities

11.50 Following priorities and concessions will be admissible to the disabled B.S.F personnel and eligible dependents in the

matter of submission against Central Government vacancies:-

(a) Disabled B.S.F Personnel will be accorded priority I for purposes of appointment to Group C and Group D posts filled through the Employment Exchange, provided their age does not exceed 45 years (50 years in the case of Disabled B.S.F. Personnel belonging to Scheduled Castes and Scheduled Tribes). Upto two members each of the families of B,S,F Personnel killed in action will be accorded priority II. For this purpose, members of the families of B.S.F will include besides his widow, his sons, daughters or near relations who agree to support his family. {See Volume II, Appendix I (6)}.

(b) For appointment to Group A, Group B and Group C posts made on the basis of competitive examinations conducted by the U.P.S.C or bodies like the Institute of Secretariat Training and Management, Disabled B.S.F Personnel will be allowed a relaxation of age limit up to three years (eight years in respect of Disabled B.S.F Personnel belonging to Scheduled Castes and Scheduled Tribes), subject to the condition that they will not be allowed to avail of a larger number of chances for recruitment to a service or group of services than the number of chances permissible to any general candidate. For purposes of appointment to Group A and Group B posts, recruitment to which is usually made through the U.P.S.C otherwise than on the basis of the results of competitive examinations, Disabled B.S.F Personnel will be allowed a maximum age relaxation upto 45 years (50 years in respect of Disabled B.S.F Personnel belonging to Scheduled Castes and Scheduled Tribes). The concession in the upper age limit referred to above will not apply to examinations

conducted by the U.P.S.C for entry into Defence Services.

NOTE:- For purposes of claiming the age concessions referred to above, a certificate from the Director General, B.S.F will be accepted as documentary evidence.

(c) Disabled B.S.F Personnel who are considered for appointment to Group C posts filled through the Employment Exchange, but who do not possess the required educational qualifications will not be considered ineligible for appointment merely on that account. Their ability to discharge the duties expected of the incumbents of the particular Group C posts will be assessed by the appointing authorities on the basis of suitable tests designed for the purpose. As regards appointment to Group D posts of peon, jamadar, daftary and record sorter, the prescribed, minimum educational qualification of middle school standard will be relaxed in the case of those Disabled B.S.F Personnel who have put in three years service including service in a civil department.

(d) Disabled B.S.F Personnel will be examined by a Medical Board of the B.S.F and the certificate of fitness granted by that Board will be considered adequate for purposes of appointment of such personnel in government departments/offices.

Persons Whose Land Is Acquired For Defence Projects

11.51 When persons are ousted from their land for the purpose of a defence project, the Employment Exchange will, on receiving request from the project authorities, register such persons at the project site by deputing its staff. After their registration, the oustees employed by the project authorities will be accounted for as 'found work' and not as

'placements'. The concession will be given, only upto construction stage of the project, to all oustees irrespective of the fact whether they are land owners or their dependents.

Scheduled Caste and Scheduled Tribe Applicants Verifications

Verification

11.52 (a) When an applicant applying for registration and employment assistance claims that he belongs to a Scheduled Caste or Scheduled Tribes {see Volume II, Appendix I (10) for lists of Scheduled Castes and Scheduled Tribes}, he should be registered as such without insisting on production of documentary evidence in support of his claim.

(b) A person, who by virtue of being a resident in the localities specified in the President's Orders is a member of the Scheduled Caste or Scheduled Tribe, as the case may be, does not lose that character by shifting his residence to another locality in search of employment, or for registering himself for employment. So long as such a person meets the conditions specified in the President's Orders, he has to be considered as belonging to Scheduled Caste or Scheduled Tribe, and registered as such even if the Exchange is situated outside the locality of the candidates residence.

Registration and Live Register

11.53(a) Before Scheduled Castes and Scheduled tribes are registered, they should be provided brief guidance with special emphasis on job opportunities, training facilities, concessions and privileges, scholarships, etc. open to them. They should be encouraged to go in for training in these trades, in which there is considerable demand for trained hands.

(b) An entry 'S.C.' or 'S.T.' as appropriate will be made in the 'category' column of the X-63, against the names of Scheduled Castes and Scheduled Tribes.

(c) Index Cards of Scheduled Caste and Scheduled Tribe-applicants should be filed separately, in serial order according to registration numbers, within each occupational group on the Live Register, before the Index Cards of other applicants.

Vacancy and Submission

11.54 (a) Fifteen percent of the vacancies in posts filled by direct recruitment on an all-India basis by open competition (i.e. through the U.P.S.C or by means of open competitive tests held by any other authority) and 16-2/3 per cent of the vacancies in posts where recruitment is made otherwise are reserved for Scheduled Castes 7-1/2 per cent of the vacancies in posts filled by direct recruitment on all India basis, both by open competition and otherwise, are reserved for Scheduled Tribes.

b) Requisitions for workers received from Central Government departments/offices in which the number of vacancies reserved for Scheduled Castes and Scheduled Tribes has not been indicated shall be returned to the employer, for re-submitting the same duly indicating the number of vacancies reserved for them, Employing authorities under the central Government are under instructions that while notifying vacancies reserved for Scheduled Castes and Scheduled Tribes in Group C and Group D posts, it should be clearly indicated whether the posts are non-technical or quasi-technical.

c) Scheduled Caste and Scheduled Tribe applicants should be submitted against Government vacancies reserved for them, as

also private vacancies where the employer specifically states that Scheduled Castes or Scheduled Tribes should be submitted. However, submission of Scheduled Castes and Scheduled Tribes should not be confined to vacancies reserved for them. They should also be considered for submission along with others against unreserved vacancies as and when they come in the normal scheme of submission.

d) Appointing authorities should intimate the result of selection of candidates sponsored by the Employment exchanges to them within a period of 15 days from the date of selection [as per amended EE(CNV) Rules No. 5(3)], and if any of the reserved vacancies for Scheduled Castes or Scheduled Tribes is not filled by a candidate of the respective category specific reasons thereof should be communicated to the Employment Exchange concerned (Instruction have also been issued to Public Sector Undertakings and statutory Bodies to follow the same procedure.).

e) In the case of direct recruitment of Scheduled Caste and Scheduled Tribe candidates against reserved vacancies, whether by examination or otherwise, if sufficient number of candidates is not available on the basis of general standards to fill all the vacancies, candidates belonging to these communities may be selected to fill the remaining vacancies, provided they are not found unfit for such posts. If the requisite number of Scheduled Caste and scheduled Tribe candidates possessing even lower standards are not available, for non-technical and quasi-technical Group C and Group D posts filled otherwise than through written examination, candidates who fulfil the minimum educational qualifications may be selected, and in service training given to them for improving their standards.

f) The interview of Scheduled Castes and Scheduled Tribe candidates should be held on a day or sitting of the Selection Committee other than the day or sitting on which general candidates are to be interviewed, so that Scheduled Caste and Scheduled Tribe candidates are not judged in comparison with general candidates.

Concession and Privileges

11.55 In the case of candidates belonging to Scheduled Castes and scheduled Tribes, the maximum age limit prescribed for appointment to both gazetted and non gazetted service or post will be increased by five years. The physically handicapped persons who belong SC/ST will be eligible for age relaxation of Ten years for group C & D posts over and above the age relaxation of 5 years as SC/ST.

(b) Scheduled Caste and Scheduled Tribe candidates called for interview by the UPSC on the basis of competitive examinations will be entitled to a single second class railway fare from the normal place of residence to the place of interview and back. When Scheduled Castes and scheduled Tribe candidates are called for interview/written test, for appointment to group C & D posts advertised posts or through the Employment exchange recruitment to which is made departmentally, the appointing authorities may allow such candidates single second class railway fares by the shortest route from the normal place of residence to the place of interview and back provided, the distance traveled by rail each way exceeds 80 K.M. (50 miles). For journeys by road between stations not connected by rail, the appointing authority may allow such candidates actual bus fare or road mileage at the lowest rate admissible to Government Servants whichever is less, provided the distance

covered by road is more than 32 K.M. (20 miles) each way.

(c) Details relating to reservation of vacancies for Scheduled Castes and Tribes and other concessions and privileges admissible to them should be displayed prominently for the information of all concerned.

Contacts with Scheduled Caste and Scheduled Tribe Associations.

11.56 In the light of the provisions of the Constitution, special efforts should be made to find out suitable employment for Scheduled Caste and Scheduled Tribe applicants. Employment Officers should enlist the co-operation of recognized Scheduled Caste and Scheduled Tribe Associations with this end in view. They should be asked to advise suitable qualified candidates interested in employment assistance to register at the Employment Exchanges. If Scheduled Caste and Scheduled Tribe applicants are not available on the Live Register for submission against notified vacancies the assistance of local Scheduled Caste and Scheduled Tribe Associations/Organisations should be sought to obtain suitable candidates and make the vacancies widely known. In appropriate cases, the vacancies should be circulated to other Exchanges where suitable candidates are likely to be available. If necessary, the Exchanges may also advertise such vacancies in the press (without disclosing the name of the employer) inviting suitable Scheduled Caste and Scheduled Tribe applicants to apply to the Exchange, if authorised by the State Director.

Reservation for Other Backward Classes

11.57 Twenty seven percent (27%) of the vacancies in Civil posts and services

under the government of India , to be filled through direct recruitment shall be reserved for the Other Backward Classes . In the case of candidates belonging to OBC Categories, the maximum age limit prescribed for appointment to various posts to be filled through direct recruitment will be increased by three years. The procedure of registration and submission as outlined for Scheduled Caste and Scheduled Tribe applicants may also be followed in case of applicants belonging to Other Backward Classes. Some of the State Governments have also reserved certain percentage of vacancies for applicants belonging to Backward Classes.

CRAFTSMEN HOLDING RECOGNISED CERTIFICATES/ DIPLOMAS

Special Procedure

11.58 (a) Craftsmen holding recognised certificates or diplomas of proficiency in their trade are classifiable under the following categories:-

- (i) Holders of National Trade Certificate awarded by the **National Council for Training in Vocational Trades (N.C.T.V.T.)** . Applicants holding the certificates should have successfully completed institutional training in Industrial Training Institute of one or two year duration depending on the trades.
- (ii) Holders of National Apprenticeship Certificate awarded by the **N.C.T.V.T** on behalf of the Central apprenticeship Council (C.A.C). Applicants holding these certificates should have successfully completed either basic I.T.I training for one or two years followed by shop floor training in industry for a period of

either two or one year, or apprenticeship training for two or three years, depending on the trades.

- (iii) Holders of certificate from other State Government Institutes.
 - (iv) Holders of certificate /diploma from recognised institutions other than those mentioned at (i) to (iii) above. With regard to this item, the criteria for regarding a certificate/diploma awarded by an institution as recognised would be that the award should have the recognition of the Central or the State Government. The different types of craftsmen enumerated above should be identified on the basis of the type of certificate held by them. A list of training institutions/centres, whose awards are recognised by the State Government should be maintained in consultation with the appropriate authority in the State to facilitate such identification, and this list should be kept upto date. The information contained in the “Handbook” on Training Facilities in India” may also be made use of for the purpose.
- (b) The above categories of craftsmen should be registered in the normal manner and the Index Cards in respect of applicants at (I) , (ii), (iii) and (iv) above should be endorsed N.T.C., N.A.C., State and others respectively. Suitable identification tabs should be affixed on these Index Cards. A running records should be maintained in the following form in respect of categories mentioned at (i) and (ii) in para (a) above, to facilitate rendering returns ES-2.2.

Record of Craftsmen Holding Recognised Certificates/Diplomas Registered at the Employment Exchange

*Category N.T.C./N.A.C

Date of Registration	Name of Applicant	Registration Number	NCO Code No.	Occupation in which trained
1.	2.	3.	4.	5.
Occupation in which placed	Date on which placed	Return ES 2.2 in which placing accounted		Remarks
6.	7.	8.	9.	

NOTE:- (1) Separate pages should be opened in the running record for each category of certificate holders i.e. N.T.C. and N.A.C when an Index Card of any of these applicants is removed from the Live Register, the Reason should be entered in the remarks' column of the running record.

(2) The running record need not be maintained in respect of categories (iii) and (iv) of sub-Para (a) above, unless otherwise instructed by the State Director.

I.T.I Trainees

11.59 (a) Efforts should be made to get all ex-trainees registered at Employment Exchanges. With a view to achieve this, Employment Officers should endeavor to meet trainees after they have passed their trade, tests, at the Training Centres. Such visits should be arranged in consultation with Principals of the Centres. On such

occasions, the Employment Officer should explain the functions of the Employment Service and how it can help the trainees. He should advise the ex-trainees to take the first opportunity to present themselves for registration and employment assistance at the Employment Exchange servicing their place of residence.

(b) Trainees who have successfully completed their institutional training are issued with provisional certificates by the heads of the Training Institutes/Centres. Such trainees may be registered at the Exchanges on the basis of their provisional certificates.

(c) Trainees undergoing training sometimes seek to get themselves registered with Employment Exchanges and abandon the training course when they are placed in employment. This is not desirable. When such a trainee applies for registration, it should be made clear to him that he cannot be registered until he completes the training or produces a certificate from the Principal of the training Centre to the effect that he has been discharged from the centre and he will not be pursuing the course any longer.

(d) Employment Officers should consider it as their special responsibility to provide early employment to the trainees who have successfully completed their course, in occupation where their training can best be utilized. Close contact should be established with employers who are likely to require the service of these trained persons. The placement of all passed out trainees should be the ultimate aim.

Apprenticeship Trainees

11.60 (a) In connection with the implementation of the Apprentices Act, 1961, Principals of Industrial Training Institutes/Centres (in their capacity as

Assistant Apprenticeship Advisers) are required to locate the Industrial establishments coming within the purview of the Act in their jurisdiction and establish contacts with them. Employment Officers should assist the Principals by providing them with the list of establishments/industries covered by the E.M.I programme. This will be done on the basis of the Employer's Register maintained in the Exchange and other sources of information available with them.

(b) Applicants undergoing apprenticeship training should not be denied the facilities accorded by the Employment Exchanges. They should be registered with Employment Exchanges, without production of no objection certificates. Index Cards of apprentices posted for training through the Employment Exchanges should be retained on the Live Register for submission against suitable vacancies.

EMPLOYED PERSONS

Persons Employed Under The Central Government.

11.61 (a) Permanent and temporary Central Government Employees will be allowed to register their names with the Employment Exchanges for a higher post under the Government/Public Sector Undertakings/Autonomous Bodies on production of a no objection certificate from their employers. The grant of no objection certificates to such permanent and quasi-permanent employees will be subject to the following conditions:

(i) An employee should be registered only for a post higher than the one he is holding under the Government. In case of doubt as to whether the post for which a permanent quasi-

permanent employee intends to register himself with the Exchange is higher than the one he is holding, the decision of the head of office/department shall be final.

(ii) Temporary employees who desire to be registered for equivalent posts should produce a 'No Objection Certificate' from the employer. Temporary employees are entitled to be issued 'No Objection Certificate' from the employer vide Ministry of Home Affairs, Department of Personnel and Administrative Reforms, O.M. NO. 14024/4/77 Estt.(D) dated 4.7.1977.

Persons Employed Under The State Government

11.62 Registration of persons employed under the State Government shall be governed by instructions issued by the State Government concerned.

Persons Employed In Quasi-Government/Local Body/ Private Establishments.

11.63 Persons employed in 'Quasi-Government, Local Body and Private establishments shall be allowed to register with the Employment Exchange without producing no objection certificates.

11.64 (a) The employed persons should be registered in the normal manner. The period of notice that the applicant would need to join a new post should be recorded in the f.o.u column of the X-1 which will be endorsed 'Employed Persons' at the top. An entry 'E Pn' should be made in the 'category column of the X-63 against names of employed persons.

(b) When an employed person who allows his registration to lapse reports for re-registration, he should be registered on the basis of 'No Objection Certificate' from the present employer.

(c) If an employed person registered at the Exchange becomes unemployed, his original registration with the same registration number should continue on the Live Register. The endorsement made on the top of the X-1 should however, be deleted.

(d) Employment persons in Group 'D' posts in Central Government Offices/Establishments, who are educationally qualified for Group 'C' posts, will be allowed priority against Central Government vacancies, if they report to the Employment Officer with the necessary certificate. The Employment Officer in such cases will record under his dated signature the priority granted to the registrants. Notice to this effect should be displayed at a prominent place in the Exchange premises for information and guidance of the job-seekers.

(e) Index Cards of employed persons shall be filed in the normal manner, alongwith those of the unemployed.

Appointment of Muster Roll on Workcharged Establishments of C.P.W.D.

11.65 The Workcharged establishments of C.P.W.D. cannot appoint their Muster Roll employees direct on occurrence of vacancies, unless they are sponsored by the Employment Exchange. However, while making submissions against vacancies of the Workcharged establishment, any period of experience possessed by the applicant as Muster Roll employee will be taken into consideration.

SELF EMPLOYED PERSONS

Special Procedure

11.66 Index Cards of self employed persons should be completed in the normal manner. They should be endorsed 'Self Employed' at the top preferably by means of a rubber stamp. An entry 'S.E.Pn' should be made in the category column of the X-63, against the entries relating to self employed persons. Index Cards of such applicants will be filled in the normal manner, along with those of unemployed persons. For purposes of submission, self-employed persons should be treated on par with unemployed applicants.

Released Bonded Labour

11.67 a) The released bonded Labour will be granted relaxation of age upto 40 years for recruitment in Group 'C' and Group 'D' posts under the Government of India.

(b) The released bonded labour will be accorded priority III (viii) for the purposes of employment through Employment Exchange.

(c) The Index Cards and the Identity Cards of such applicants should be endorsed 'Released Bonded Labour' on the top. Similar endorsement should be made in the running record of registration (X-63) against parallel entries.

(d) The District Magistrates in their capacity as Chairman of the District Vigilance Committee constituted under the Bonded Labour System (Abolition) Act, 1976 and Rules framed thereunder are authorised to issue Identification Certificates to the bonded labour released as per the provisions of the Act.

CHAPTER XII SPECIAL TYPES OF VACANCIES

STRIKE AND LOCKOUT VACANCIES

Policy

12.1 The policy of the Employment Service in dealing with vacancies arising out of a strike or with applicants affected by a strike or lockout is as follows:-

In the event of a strike or lockout, an Employment Exchange will refuse to accept vacancies or register workers arising out of the strike or lockout except in the case of a strike or lockout which the appropriate Government, through the duly authorised Officer, notifies to the Employment Exchange to be an illegal strike or lockout, the continuance of which is contrary to public interest and directs the Employment Exchanges to submit suitable applicants. In all cases where workers are submitted against strike vacancies or where workers who are on strike are submitted to employers for employment, the Employment Exchange will, before making such submissions, inform the workers or the employer, as the case may be, that the vacancy is due to an illegal strike or that the person who had been submitted for employment is unemployed because of an illegal strike or lockout.

Note- Notwithstanding what has been stated above, if a strike occurs in an Essential Service, the State Government may, in the public interest, direct an Exchange(s) to accept vacancies and register workers for submission against such vacancies, regardless of the legality or illegality of the strike.

Procedure Before Authorisation

12.2 When vacancies which have arisen (directly or indirectly) as a result of a strike are notified, or when persons who are affected by a strike or lockout apply for employment assistance, the Exchange

should prepare Order Cards without making entries in the Vacancy Order Register, and Index Cards without making entries in the Record of Registrations. The Order Cards and Index Cards should be endorsed "Trade Dispute" and filed separately from other cards. No action should be taken to fill the vacancies, unless the Exchange is directed to do so by the appropriate Government through the Authorised Officer. Similarly, persons affected by the strike or lockout should not be submitted against vacancies, until the strike/lockout is declared illegal. The position should be explained to the employer and the applicants concerned.

Note- If an employer requests the exchange to accept strike vacancies and sponsor suitable applicants on the ground that the strike/lockout is likely to be declared illegal, the Exchange should, without waiting for such a declaration from the Authorised Officer, refer the matter to him for a decision, as to whether or not the strike has been declared illegal. If the authorised Officer states in his reply that the strike has been declared illegal, the vacancies should be accepted and appropriate action taken. If, however, the Authorised Officer is unable to make such a declaration, the Exchange should not take any action.

Filling Vacancies after Authorisation

12.3 (a) When strike vacancies occur and when the appropriate Government has, through the Authorised Officer, directed an Employment Exchange to make submissions against such vacancies, the Order Cards should be taken out of the Dead Order Register and placed on the Live Order Register, after details of the vacancies have been entered in the Vacancy Order Register.

Normal submission action should then be taken

(b) Applicants who are called for interview, before submission against such vacancies should be told that the vacancies have arisen as a result of a strike. They will then be in a position to take this also into consideration while giving their consent for submission against the vacancies.

Submission of Applicants Affected by a Strike or Lockout

12.4 Applicants affected by a strike or lockout may, when the Authorised Officer has declared the strike or lockout to be illegal, be submitted against vacancies. The Exchange should then take out the Index Cards relating to the applicants, place them on the live register after making appropriate entries in the X-63, and render employment assistance to them. When such applicants are submitted to employers, the employers should, however, be informed that the applicants are in need of employment assistance as a result of a strike or lockout.

Action on Termination of Strikes and Lockouts

12.5 Authorised Officers will keep the Employment Exchanges informed about the commencement and termination of strikes and lockouts. Should this information come to the notice of Exchanges by other means, the matter should be referred to the Authorised Officer for confirmation. When a strike has terminated, all Order Cards relating to it which are filed on the Live Order Register and those filed separately will be treated as cancelled. The employer should be informed that since the strike has terminated the vacancies are being treated as cancelled. Similarly, all Index Cards filed on the Live Register which relate to applicants affected by the strike or lockout which has terminated, should unless an

applicant has expressed his desire to the contrary, be removed from the Live Register and those filed separately should be treated as cancelled.

Workers affected by Retrenchment or Closure of Establishment.

12.6 Under provisions of Rule 76 of the Industrial Disputes (Central) Rules 1957, if an employer in the Central sphere intends to retrench any worker employed in his industrial establishment who has been in continuous service for not less than one year under him or close down an undertaking, he shall give notice of such retrenchment or closure among others to the Employment Exchange concerned. On receipt of such a notice, the Employment Officer should contact the employer to ascertain whether the workers affected desire to get employment assistance through the Employment Exchange. If so, necessary staff should be deputed to the establishment for registering their names. These candidates should be submitted against suitable vacancies notified to the Employment Exchange in the normal manner. The Employment Officer should also contact prospective employer in the area for exploring the possibility of deployment of the affected workers as quickly as possible.

CENTRAL GOVERNMENT VACANCIES

Persons Eligible For Submission

12.7 The types of applicants who are eligible for Central Government service taking into account their nationality and domicile are stated in a Resolution issued by the Department of Personnel & Administrative Reforms which will be found in Volume II, Appendix I(11). The

instructions contained in the Resolution should be carefully followed, particularly when submitting persons whose domicile or nationality is not clearly Indian.

Notification of Vacancies to Employment Exchanges

12.8 (a) All Group A and Group B vacancies under the Central Government (recruitment to which is normally made through the U.P.S.C) and Group C & D vacancies should, in the first instance, be notified to the Division of Retraining and Redeployment of the Department of Personnel. The Division of Retraining and Redeployment of the Department of personnel will either nominate suitable candidates (If available on their rosters) against notified vacancies or permit the employer to fill up the vacancy through other permissible channels. After the vacancies are released by the said Division, for filling through other permissible channels, the vacancies reserved for Ex-Servicemen will be notified to the Rajya Sainik Board/Zila Sainik Board for sponsoring suitable disabled ex-servicemen/ex-servicemen. Of the remaining vacancies those earmarked for priority categories, should be notified to the Ex-Servicemen Cell of the DGE&T for sponsoring suitable disabled ex-servicemen/ dependents. The vacancies which are neither reserved for ex-servicemen nor for priority categories will be notified to the concerned Employment Exchange for taking normal submission action. In case the number of vacancies reserved for Scheduled Caste and Scheduled Tribe and physically handicapped is not mentioned in the requisitions received from Central government employers, they should be returned to the employer concerned, for retransmitting the same duly indicating the

number of vacancies for such categories (see volume II, Appendix I(12)).

(b) All vacancies for scientific and technical personnel carrying a basic pay of Rs. 1400/- p.m.(pre-revised) or more occurring in Central Government establishments will be notified to the Central Employment Exchange of the D.G.E&T. Other Central government Vacancies, in respect of which the employing authority specially desires, circulation outside the State will also be notified to the Central Employment Exchange.

(c) All Central Government Vacancies, shall be notified to the Employment Exchange/Central Employment Exchange in the standard form (see Volume II, Appendix I(13)).

Points to be Remembered while Making Submission against Central Government Vacancies.

12.9 (a) Central Government vacancies notified to the Employment Exchanges are to be filled by candidates belonging to priority categories and those belonging to non-priority categories in the ratio 50: 50 see vol. II Appendix I(14) . While notifying vacancies, Central Government employers will indicate whether the vacancies should be filled by priority category candidates or by others. In cases where a number of vacancies have to be filled simultaneously by both priority and non-priority candidates, the appointing authority will indicate the number of vacancies to be filled by priority candidates and the number to be filled by others. In making submissions against vacancies for which applicants belonging to priority groups have to be submitted, the order of priorities laid down by the Department of Personnel {see volume II, appendix I (6) } should be strictly observed. If the required quota of priority applicants is not available

on the Live Register of the Exchange for submission against vacancies set apart for them, the vacancies should be circulated on form X-16, at the discretion of the Employment Officer, to other Exchanges within the State provided the time allowed by the employer permits such circulation, and there are reasonable chances of suitable applicants responding to the circulation. When circulating details of vacancies, the last date for submission should be clearly indicated. On receipt of details of vacancies, Exchanges having suitable priority category applicants should forward particulars of such applicants to the vacancy Exchanges within the prescribed time limit. If, in spite of all efforts, the required quota of priority category applicants cannot be submitted against vacancies set apart for them the Exchange may submit non-priority applicants. The employer should be informed of the submissions of non-priority applicants to enable him to make up for the deficiency by adjustments in his roster and to maintain as far as possible the prescribed ratio. The maintenance of the ratio is, however, the responsibility of the employer and not that of the Exchange.

(b) When there are qualified Priority I applicants available, they should get overriding preference in submission irrespective of whether the vacancies are reserved for priority categories or not. However, in so far as vacancies reserved for Scheduled Castes, Scheduled Tribes and Ex-Servicemen are concerned they should necessarily be filled by such candidates.

(c) Priorities assigned by the Department of Personnel to various categories of applicants should be brought to the notice of all applicants at the time of registration. For this purpose Employment Exchanges should put up notices in the

waiting hall of the Exchange making known the order of priorities.

(d) While making recruitment to Central Government vacancies set apart for priority categories, employing authorities are required to observe carefully the prescribed order of priority. For the information and guidance of appointing authorities, Exchanges should, when submitting applicants indicate the priority category to which each applicant belongs e.g. "Priority 1". Non-priority category applicants should not be submitted along with priority applicants against the quota of vacancies reserved for the latter, if an adequate number of suitable applicants belonging to the priority categories is available.

(e) All appointing authorities, when making recruitment against Central Government vacancies set apart for priority categories are required to accept applicants submitted by the Exchanges in the order of their priorities and should not reject applicants belonging to a higher priority group, unless such applicants are found definitely unsuitable for reason to be recorded which should be communicated to the Employment Exchanges concerned. If therefore, a Central Government employer does not accept suitable applicants belonging to higher priority category submitted by the Exchanges, it should request the employer to communicate the reasons due to which applicants were found unsuitable. To save time, wherever possible, this should be done over telephone. If the employer cannot be contacted over telephone as also in cases where it is considered necessary to call for reasons in writing, the employer should be suitably addressed.

(f) According to a decision of the Government of India, supplementary lists of applicants should not be furnished or fresh submissions made against a notified vacancy unless the employing authority has declared that all the applicants submitted in the first instance have been absorbed, or have been found unsuitable for reasons to be recorded. If, therefore, a Central Government employer desires a supplementary, list of applicants in connection with vacancies notified by him, and in respect of which submission of requisite number of applicants had already been made but the results had not been communicated, the position should be explained to the employer. He should be requested to indicate the result of previous submissions, before action for submission of a fresh batch of applicants is taken.

Nominees of Employment Exchanges Appointed initially in Leave/Short-term Vacancies-Retention in Regular Vacancies.

12.10 A person appointed through the Employment Exchange against a leave/short term vacancy may be absorbed in a subsequent leave/regular vacancy in the same grade in the same grade in the same office provided there is no break in his service and the applicant is fully qualified in all respects for the vacancy. Employment Exchanges should, therefore, submit the best available applicants even against leave/short-term vacancies in view of the possibility of their continuance in service.

Recruitment of Casual Labour

12.11 The following procedure shall be followed for recruitment of casual labourer in the P & T Department:-

1. Within 16km radius of towns where there are Employment Exchanges casual

mazdoors should be recruited through the Employment Exchanges.

2. In other places casual mazdoors may be recruited direct from among persons who are already registered at the Employment Exchanges but the list of persons so recruited (along with their registration numbers) must be sent to the Exchanges concerned immediately after recruitment.

12.12 The procedure for recruitment of casual labour for various agricultural operations like ploughing, watering harvesting etc., in the various Research Farms and Institutes/Stations/Centres of the Indian Council of Agricultural Research shall be as under:-

- (i) Recruitment of casual labour can be made without the agency of the Employment Exchanges, if the farm is situated beyond 15 Kms. of the town served by the Employment Exchange.
- (ii) Recruitment should be restricted to the neighborhood of the farms and, in any case, not outside the jurisdiction of the local Employment Exchange . In case for any special purpose outside labour is to be preferred, it should be done with the assistance of the local Employment Exchange or after obtaining their non-availability certificate.
- (iii) Reservation to various categories as per Central Government instructions should be invariably followed in order to ensure protection to them in the event of regular absorption.

12.13 (a) Muster roll Labourers in the CPWD may be recruited directly without the medium of the Employment Exchanges

by the Engineers of the CPWD only in respect of works located in remote and inaccessible areas subject to the following conditions:-

- (i) that the site of work is situated beyond a radius of 50 kms. from the nearest Employment Exchange; and
- (ii) that a certificate to the effect that the work is required to be carried out in remote and inaccessible areas and that suitable workers from the nearest Employment Exchanges are not likely to be available, should be recorded in writing by an officer higher in rank than the appointing authority, under intimation to the concerned Employment Exchange, in respect of each work undertaken by the CPWD, before actual recruitment is made.

Labourers required at work sites within a radius of 50 kms. of an Employment Exchange should be recruited through the nearest Employment Exchange only.

(b) The short term casual daily rated labour may be recruited directly without the medium of the Employment Exchanges by the local Engineers of CPWD for a period of one month at the most for work of flood protection, slip clearance and accident relief on the condition that a certificate to the effect 'that the work is of a nature which could not be anticipated and suitable workers from the nearest. Employment Exchange are not likely to be available' be recorded in writing by an officer higher in rank to the appointing authority under intimation to the concerned Employment Exchange, in respect of each work undertaken.

Issue of Non-availability Certificate

12.14 (a) When employers notify vacancies to the Employment Exchange they expect suitable candidates to be sponsored by the Exchange. It is, therefore, incumbent on the part of the Employment Service to take all possible steps to sponsor the type of persons required by them. But if all efforts including vacancy clearing fail, the employer should be issued with a 'Non-availability Certificate' on form X-49. However, while considering the issue of a Non-availability Certificate to an employer, it should be ensured that all efforts have been made to secure suitable candidates against the vacancy, and further delay in the issue of the same will cause inconvenience to the employer and dislocate work in his office.

(b) Submission of an applicant or a batch of applicants against a vacancy does not in itself rule out the need for the issue of a Non-availability Certificate. If the applicant or applicants submitted are found unsuitable or refuse to accept the service conditions offered by the employer, a Non-availability Certificate has necessarily to be issued immediately if no more suitable applicants are available on the live Register. Employment Officers should under no circumstances, delay issue of a Non-availability Certificate in the hope that within a short time suitable applicants will come for registration or be found elsewhere.

Action to ensure that Central Government Establishments Comply with Prescribed Recruitment Rules.

12.15 All Central Government offices/ establishments are required to render to the Employment Exchanges a quarterly return showing the various types of vacancies occurred during the quarter and the manner in which they were filled. On receipt of it,

the Employment Officer should carefully scrutinize the information furnished with reference to the appropriate entries in the Vacancy Order Register and point out to the employer if any discrepancy has been noticed. The matter should also be brought to the notice of the State Director. It should be noted, however, that no reference need be made to offices/establishments which have been permitted to fill vacancies direct after obtaining the non-availability Certificate from the Employment Exchange concerned and Defence establishments which have filled vacancies direct under the special provisions prescribed for this purpose.

Recruitment of staff for Census operation work

12.16 All vacancies relating to census operations will be notified to and filled Employment Exchanges. Employment Officers should give prompt & careful attention to sponsor suitable applicants within the time limit looking to its special & urgent nature of work involved in the Census operation.

Notification of Vacancies to the Central Employment Exchange (DGE&T)-Action on such Vacancies.

12.17 Under the provisions of the Employment Exchanges (Compulsory Notification of Vacancies) Rules 1960, vacancies in posts of scientific and technical nature carrying a basic pay of Rs.1400 (pre-revised) or more per month occurring in the Central Government Establishments will be notified to the Central Employment Exchange. Apart from these vacancies, when an employer desires that vacancies occurring in his establishment should be circulated to the Employment Exchanges outside the State or Union Territory in which the establishment is situated, they should also be notified to the Central

Employment Exchange. The Central Employment Exchange shall advertise all such vacancies in the Employment News.

12.18 (a) On publication of an advertisement, Employment Exchanges should, wherever possible, bring it to the notice of suitable applicants on the Live Register. Employment Exchange should also collect applications in the prescribed Proforma [see volume II, Appendix I (15)] from all qualified candidates who apply in response to the advertisement and forward them to the Employer as per addresses given in the advertisement under intimation to Central Employment Exchange, while forwarding the applications the Employment Exchanges should ensure strict compliance of instructions given in the advertisement.

(b) The Central Employment Exchange will be responsible for follow-up action in respect of these submissions. The result of selections should be communicated to the Exchanges by the Central Employment Exchange, in due course.

12.19 The procedure of recruitment under different categories of para-military forces/defence establishments/defence services, Department of Posts & Telegraph etc is governed by the recruitment procedure announced by the respective Organisations. However, the recruitment information is invariably given in the Press/Media. The Employment Officer should keep himself updated about the procedure of recruitment and provide employment assistance to the registered jobseekers whenever recruitment takes place.

STATE GOVERNMENT VACANCIES

Documents and Submission

12.20 When a vacancy is notified by a State Government office/establishment, an Order

Card should be prepared in the normal manner, making the endorsement 'S.G.' in item 3 of the card. Submission action should be taken in accordance with the special instructions that have been laid down by the State Government and the order of priorities, if any, that may have been prescribed. Some simple special procedure (tabbing of Index Cards, making suitable endorsements on them etc.) may, with the permission of the State Director, be adopted for easy identification on the Live Register of Index Cards of applicants for whom the State Government have accorded special concession such as reservation of vacancies or priority in the matter of submission. Instructions relating to the issue of Non-availability Certificates laid down in Para 12.14 should, in relevant cases, be followed in respect of these vacancies also.

SPECULATIVE VACANCIES AND SUBMISSIONS

12.21. Normally, Employment Exchanges will not make any speculative submissions against vacancies not notified to it. P & E Offices and Special Employment Exchanges for the Physically Handicapped may, however, make speculative submissions against vacancies not notified to them in case they have definite information about the availability of suitable vacancies with well-known firms and establishments. Particulars of applicants selected for speculative submission should be forwarded to the employer on form X-66. The Candidates will be informed of the submission preferably by post. If the employer happens to be in the jurisdiction of another P & E Office, two copies of the completed form X-66 should be sent to the Vacancy Exchange for onward transmission to the employer, the duplicate copy being intended for retention at the Vacancy Exchange. In such cases, the Vacancy Exchange should make such endorsement on the X-66 as may be necessary before

forwarding the form to the employer. The endorsement "X-66 dated..... to.....(name and address of the employer)" should be made on Index Cards of the applicant in the space provided for submission entries. If in response to X-66 an employer desires to interview or engage an applicant, his communication should be regarded as a notification of vacancy by the Vacancy Exchange and normal action taken. If no reply is received within a month or the employer states that he is not interested, the Applicant Exchange should be informed. On receipt of this information the Index card of the applicant should be endorsed accordingly and the applicant informed.

ADVERTISED VACANCIES

12.22 Vacancies which come within the purview of the Employment Exchanges (Compulsory Notification of vacancies) Act, 1959 are required to be notified to the Employment Exchanges in the form and manner prescribed under Rule 4 of the EE(CNV) Rules; 1960. **For such vacancies which come under the purview of the Act are advertised in the press but not notified to the Exchange, the Employment Officer should however, take necessary action against the employers in accordance with the provisions of the EE(CNV) Act, 1959.** If vacancies which do not come within the purview of the Act are advertised in the Press and if suitable candidates are available on the Live Register, Order Cards should be opened without making entries in the X-64 and submissions made direct to the employer. The Order Card should not, however, be assigned an order number unless the submission results in placement.

Vacancies Advertised By The U.P.S.C And S.P.Cs /Central/State Recruitment Commissions/Boards

12.23 Advertisements issued by the Union Public Service Commission etc. appear in the Government of India Gazette, State Governments Gazettes and in leading newspapers in the country. Copies of these advertisements should be exhibited on a special vacancy board named 'UPSC/SPCS VACANCIES'. In response to enquiries, applicants should be advised to apply direct to the Commissions. Similar action should be taken against vacancy advertisement released by Staff Selection Commissions/Boards of Central & State level.

PART - TIME VACANCIES

12.24 (a) Applicants who require assistance only for obtaining part-time job will be registered in the normal manner for the type of part-time employment for which they are desirous and suitable. Their Index Cards should be filed in a separate section of the Live Register in the normal manner.

(b) If an applicant expresses his willingness to be considered for part-time jobs at the time of registration, an entry "P.T." will be made in red ink at the top of the X-1. Details regarding types of part-time jobs, which the applicant is prepared to accept, the categories of employers with whom he is prepared to work, terms and conditions and hours of work etc. should be recorded in the f.o.u. column of the X-1. Index cards of such candidates will be filed in the normal manner on the Live Register.

12.25 (a) Selection for submission against part-time vacancies notified by Government departments/offices should be made in accordance with the special

requirements of the job adhering to the normal selection procedure which takes into consideration priority categories, seniority of the registration etc.

(b) Applicants who have been registered for regular employment but placed in part - time jobs should continue to be borne on the Live Register if the applicants so desire and should be considered for submission against full-time vacancies in the normal manner.

(c) Placings in respect of applicants, who have been helped into part - time employment should be accounted separately, from that of applicants placed against full - time jobs. Part - time placements should not be included in ES 1.1.

CHAPTER XIII

VACANCY AND LABOUR CLEARING

INTRODUCTION

13.1 The following two methods may be adopted to bring together vacancies and applicants which are at places distant from each other. The methods are known as Vacancy Clearing and Labour Clearing, definition of which are given in Chapter II.

VACANCY CLEARING

Central, State and Exchange Clearing

13.2 Vacancies may be cleared at three levels:

(a) At an all - India level by the Central Employment Exchange, which may advertise vacancies in the Employment News;

(b) At State level by the State Employment co-ordination Office(SECO) which may circulate details of appropriate vacancies to all or selected Employment Exchanges in their respective States; and

(c) At the Employment Exchange level by the Employment Exchange which may circulate details of appropriate vacancies to one or more Exchange, either in the same State or in other States.

Essentials of Vacancy clearing

13.3(a) Speed is of primary importance, within twenty-four hours of receiving a vacancy, the Employment Officer should decide whether suitable applicants are actually available on his Live Register or not. If he decides in the negative, then the question whether the vacancy should be circulated at local/State level or given to Central Employment Exchange for advertisement.

(b) Only those vacancies which by experience are found to be attractive to candidates in other Exchange areas should be circulated.

(c) It is primarily the responsibility of the Officer-in-charge of the Vacancy Exchange (V.E.) to locate suitable applicants for vacancies notified to him. To this end, he should make himself aware of the location of various types of workers in the adjacent Employment Exchanges, and if possible, at distant places. He should study with care lists, reports and statistics (both official and unofficial) relevant to the question and the paras on 'Shortages and Surpluses' of the various reports issued under the Employment Market Information Programme.

(d) As far as possible, adjacent sources should be utilized first. This is important because for most categories of vacancies handled by Exchanges, the effectiveness of circulation decreases as the distance between the Vacancy Exchange and the Exchange to which the vacancy is circulated increases. Circulation between individual Exchanges which are near each other is one of the most important steps in the process of Vacancy Clearing. If, however, an employer asks for applicants from a particular area(s) prompt action should be taken to obtain them from such area(s) by addressing the appropriate Exchange(s) direct. An employer's right to make this request must be respected.

(e) Exchanges and S.E.C.Os. should not hold up circulation of vacancies in the hope that suitable applicants will be subsequently found within their jurisdiction.

Method of Circulating Vacancies- General Instructions

13.4 (a) Circulation of vacancies is a step of vital importance which (particularly in the case of all-India clearance) sets into motion practically the entire Employment Exchange machinery. It is essential, therefore, to ensure that circulation action is based on a realistic assessment of the need for such circulation. Prior to circulating a vacancy the Vacancy Exchange should invariably review the contents of the order placed by the employer, particularly belonging to private employers, to determine whether or not the information pertaining to the vacancy is adequate to enable qualified applicants to decide whether or not to accept referral. The information should cover all the items on form X-16. Any other information peculiar to the particular vacancy which might help the applicant Exchanges in the selection process should also be included. Vacancies in respect of which essential details as specified above are not available, should not be circulated until they have been collected from the employer. Steps taken to collect further details should be recorded under item 13 of X-2.

(b) Before a vacancy is circulated, it is also necessary to get the employer's consent for such action preferably in person or over telephone.

(c) When a vacancy is notified personally or by telephone and it is known that it cannot be filled locally, the Employment Officer should at once apprise the employer of the situation, get his formal consent for circulation and ask him whether he is willing to pay traveling expenses, or give any other facility which would attract candidates from other areas. The

information given by the employer should be recorded under item 13 of X-2.

(d) Taking prior consent of the employer for circulating a vacancy, as at (b) and (c) above, is not ordinarily necessary in respect of vacancies from Government employers, since they do not usually have objection for considering applicants from other areas. Traveling Allowance to candidates reporting for interview/written test is also not generally admissible under government rules. Government employers need be contacted before giving circulation to vacancies notified by them, only if the time factor is positively unfavourable and an extension of time need be obtained.

Note:- Despite what has been stated above, the question whether consent of the employing authority should be obtained or not may be left to the discretion of Employment Officers since they know the individual employers in their areas well.

(e) A vacancy which cannot be filled locally and in respect of which complete and precise details are available should be notified by the Vacancy Exchange to other Exchanges or to the S.E.C.O. or to the Central Employment Exchange on form X-16. The principles laid down in para 13.3 above should be kept constantly in mind. The date of issue of X-16 and the last date by which submissions are required should be noted under item 14 of X-2.

(f) In cases of extreme urgency the vacancy may be communicated by telephone or telegram, but confirmation should be sent on X-16. The Vacancy Exchange should supply adequate details regarding the precise nature of work, qualifications and experience required of candidates, terms and conditions of service the exact address of the employer and any other information likely to

assist the Applicant Exchanges in selecting suitable applicants. In the case of Central and State Government Vacancies, the entry 'C.G.' and 'S.G.' respectively and the name of the Ministry or Department in which the vacancies exist should be made in the "remarks" column of X-16.

(g) The Exchanges to which the vacancies are circulated, not being in direct contact with the employer are guided entirely in the selection process by details of vacancies supplied to them on X-16. It is, therefore, very essential to ensure that complete and correct details are supplied. A few important points which should be borne in mind while completing form X-16 are given below for the guidance of the Employment Officers:

Column (3)- The designation of the post or name of the occupation as given by the employer should be mentioned against item (a). It should be ensured that the Occupational Code No. allotted is the most appropriate one for the post/occupation.

Column (4)- Correct and complete address of the employer should be entered against (a) to enable Applicant Exchanges to make submissions direct to employers where needed. If the place of work/interview is one with which Exchanges at distant places may not be familiar or if it is out of the way place, the name of some well-known town or city nearer to the place of work/interview should be given for the guidance of Applicant Exchanges and applicants; e.g. "Harduganj near Aligarh", "Thumba (near Trivandrum)", "Khajuraho (Disst. Chhatarpur)". Brief but clear directions to reach such places should also be given.

Column (5)- Educational and Professional qualifications prescribed by the employer should be clearly mentioned against

essential qualifications; qualifications that have been given as desirable should be separately mentioned. The experience required on the part of the applicants should be clearly mentioned against (c). General remarks such as "should have sufficient experience" or "should be an experienced worker" should be avoided. The type of experience and the minimum period of experience that the employer desires on the part of the workers should be recorded. The precise nature of duties that the worker will have to perform and with which he is expected to be familiar should be clearly given against (d). Lack of such information or sketchy information would help neither the Employment Exchanges in the selection of suitable candidates nor the applicants in coming to a decision as to whether or not to offer themselves as candidates. The description of duties should be as accurate and complete as possible.

Column (6)- Accurate information in respect of the various item heads under this column should be given. It should be borne in mind that information given against each of these items would be helpful to the applicants to decide whether or not to move out and accept the job, if offered. Meager or ambiguous information will not serve any purpose. Descriptions such as "Duration-temporary", "Allowances as per C.G. Rules", "Allowances as per company Rules", "D.A. as admissible", "All allowances according to capabilities", "Other colliery facilities", "T.A." may be given" etc. should be strictly avoided.

Column (7)- Information regarding availability of accommodation at the place of work is one of the important factors which applicants take into consideration before accepting an offer. It should be ascertained from the employer whether he would provide accommodation to the

workers or whether he would help workers in getting living quarters. The prevalent rates of rent may also be indicated. Applicants would also naturally like to know something about the living conditions in the place of work as also educational and medical facilities. Information on these items should be recorded against (b) and (c) to the extent possible.

Column (8)- Information as to whether the employer has indicated preference regarding places from which he would like to have workers, as also whether both men and women are eligible and whether all the vacancies or some of the vacancies are reserved for any caste/community should be recorded in this column. The last date before which submissions should reach the employer/Vacancy Exchange should also be mentioned here.

General: (i) With a view to attracting the attention of Applicant Exchanges to vacancies which require immediate action, details of such vacancies should be recorded on form X-16 in capital letters.

(ii) If more than one demand is circulated on one and the same X-16, the vacancies should be arranged in the order of Occupational Code Nos.

(iii) The entries on the form should, as far as possible, be typed and not handwritten.

Limited Circulation

13.5 (a) If it is known from experience that suitable applicants are available in one or more particular Employment Exchanges in the same or any other State details of the vacancy may be forwarded by the Vacancy Exchange direct to the Employment Exchanges. Vacancy Exchanges may include the University

Employment Information and Guidance Bureaux functioning in the country in their circulation lists, particularly in respect of vacancies for highly qualified persons.

(b) S.E.C.Os. may at their discretion give limited circulation to vacancies transmitted by Vacancy Exchanges provided they are convinced that limited circulation will produce the desired results. Circulation should in these cases be done on X-16 .

Regional Circulation

13.6 (a) When an Employment Officer has decided that the Vacancy cannot be filled with applicants available on his Live Register and the circulation to all Employment Exchanges in his State is necessary, full details should be forwarded within twenty-four hours to the S.E.C.O. on Form X-16. If the margin of time is insufficient, the employer should be persuaded to extend the last date of submission in order that proper benefit could be derived from the circulation. While transmitting a vacancy to S.E.C.O. for wider circulation, the Vacancy Exchange should certify that an adequate supply of suitable applicants is not likely to be obtained from within the area served by the Exchange. Details of efforts made to locate qualified applicants in the locality or the means used to determine that adequate number of qualified workers is not available, should be mentioned.

(b) On receipt of vacancies from E.Es., the S.E.C.O. should decide within one working day whether the vacancy can with fair certainty be filled by other Exchanges in the State. If it is felt that the demand could be met by unlimited circulation within the State, the vacancies should be circulated within the minimum delay to all Employment Exchanges. Alternatively, the

S.E.C.O. may give the vacancies limited circulation in accordance with the provisions of para 13.5 (b) above.

(c) Before taking action as above, S.E.C.O. should immediately on receipt, scrutinize the X-16(s) with a view to ensuring that they contain complete details of the vacancies. Those in respect of which complete and full details have not been given on X-16 should not, straightaway be accepted for circulation, but should be referred back to the Vacancy Exchange concerned. Similarly, vacancies in respect of which certificates relating to limited circulation action as prescribed in (a) above are not given by the Vacancy Exchanges should not ordinarily be accepted for wider circulation.

All - India Circulation

13.7 (a) When a notified vacancy is such that the Exchange or S.E.C.O. knows by experience that suitable applicants are not likely to be available within the State, the Employment Exchange or S.E.C.O. may forward on X-16, all necessary details to the Central Employment Exchange. The provisions relating to margin of time mentioned in para 13.6 (a) above, should be applied also for circulation through Central Employment Exchange. There should be at least a clear fortnight, if not more, between the date of receipt of X-16 at Central Employment Exchange and the last date fixed for submissions. Instructions given in para 13.6 (a) above regarding the certificate to be given by the Vacancy Exchange on the non-availability of local applicants should also be followed in respect of vacancies transmitted to Central Employment Exchange for wider circulation.

(b) On receipt of a Vacancy from Employment Exchanges or S.E.C.Os., the

Central Employment Exchange should examine each vacancy and determine within one working day if it is suitable for all-India circulation. If it is, then the vacancies should be advertised by the Central Employment Exchange in the Employment News as per para 12.17. If the vacancy is not considered suitable for all-India circulation, action should be taken accordingly and the V.E./S.E.C.O. informed. Instructions given in para 13.6(c) above relating to scrutiny of X-16s prior to accepting vacancies for wider circulation, should be followed by the Central Employment Exchange also.

Record of Circulated Vacancies

13.8 A "Record of Circulated Vacancies" should be maintained by the S.E.C.O. and the Central Employment Exchange in respect of all vacancies which they circulate. The following headings should be entered horizontally across the top of a double foolscap book which should be provided for the purpose:-

Record of Circulated Vacancies

1. Serial No. of Vacancy
2. Date of receipt of X-16.
3. Vacancy Exchange from which the demand (X-16) originated.
4. Order No. and NC.O. Code No. of the Vacancy.
4. No. of vacancies notified.
6. Date on which put into circulation/advertisement.

7. Exchanges to which circulated (e.g. "all or names of Employment Exchanges).
8. Date on which relevant X-18 was received.
9. Sl. No. of X-17 on which amendments (if any) were announced.
10. No. of submissions made.
11. No. of vacancies filled {giving name of Exchanges(s) by which filled}.
12. No. of vacancies cancelled (with reasons).
13. Date of which withdrawn from circulation (with reasons).
14. Record of follow-up action taken (each action to be dated).
15. Remarks.

NOTE:- (i) Adequate space should be left against each Sl. No. to allow entries under cols. 14 and 15.

(ii) Information regarding follow-up action on circulated vacancies, No. of submissions made and results achieved should be entered in this record. Separate "Records of Circulated Vacancies", should be maintained in respect of vacancies which are accorded circulation.

Amendment, Cancellation and Filling of Vacancies in Circulation

13.9 When a vacancy under circulation is filled or cancelled, or if there is any substantial change in the terms and conditions of service attached to it, the V.E.

should immediately communicate this to the Central Employment Exchange, S.E.CO. or Employment Exchange whichever is concerned. When information is sent to the Central employment Exchange or the S.E.C.O.(in respect of vacancies that have been circulated by the Central Employment Exchange/ (S.E.C.O.) form X-18 should be used. Entries under col. 1 (Sl. No. of vacancy on X-16) of X-18 should be made clearly and precisely to facilitate tracing of connected papers at the Central Employment Exchange or the State Employment Co-ordination Office. If the information has only to be sent by the V.E. to a limited number of E.Es. (i.e. when limited circulation has taken place) form X-17 should be used. The S.E.C.O. or Central Employment Exchange as appropriate should circulate any amendment so received using X-17. the Exchange receiving X-17 should make necessary amendments in their copy of X-16 and the Order Card, if opened. If the vacancy has been filled or cancelled or withdrawn from circulation for any other reason, appropriate entries, should be made on the Order Card and the same should be transferred to the Dead Order Register. At the C.E.E./S.E.C.O. suitable entries should be made in the appropriate columns of the "Record of Circulated advertised Vacancies".

Compilation and Issue of Vacancy Lists

13.10 The Central Employment Exchange and S.E.C.Os. while resorting to unlimited circulation should compile and issue Central/ State Vacancy Lists, using X-16 for the purpose. The vacancies should be serially numbered, a new series being commenced every calander year, and arranged section-wise i.e. in accordance with the various sections at an Exchange (professional and executive, clerical, technical etc.); within each section,

vacancies should be arranged according to N.C.O. Code Nos. In the case of Central Vacancy Lists, vacancies in each occupation should be further sub-divided State-wise. Each vacancy list should be issued in continuation of the previous list, the Sl. No. also being continued from the previous list.

Check and Review of Vacancies under Circulation

13.11 (a) On receipt of Vacancy List or circulated amendment on form X-17, the vacancy Exchange should check up and see whether details of its own vacancies have been correctly entered. Any omission or mistake should be immediately brought to the attention of S.E.C.O. Central Employment Exchange as appropriate.

(b) To ensure that vacancies are cancelled withdrawn from circulation as soon as they cease to be 'live' the V.E. should, two months after circulation, has been accorded to a vacancy and on the 20th of each month thereafter, send information to the S.E.C.O./ Central Employment Exchange on form X-18. When submissions are not made against circulated vacancies by the date fixed, the employer should be immediately informed by issuing Non-availability Certificate.

(c) At the Central Employment Exchange S.E.C.Os. the "Record of Circulated Vacancies" should be reviewed every day. Steps should be taken to gather precise and adequate information for the proper maintenance of this Record. Where X-18 as prescribed in (b) above has not been received, the vacancy should be treated as withdrawn from circulation after making necessary entries in the "follow-up" column of the "Record of Circulated Vacancies".

(d) Follow-up in respect of Central Government vacancies of a scientific and technical nature carrying a basic pay of Rs. 1400/- (pre-revised) and more per mensem, notified to and advertised by the Central Employment Exchange should be taken by the Central Employment Exchange.

Action to be taken on Circulated Vacancies by Exchanges

13.12 (a) When a Vacancy List (X-16) is received by an Exchange, it should be ascertained within one working day whether there are applicants on the Live Register who are suitable for the vacancies. Particulars of suitable applicants who have expressed their willingness to move to the area concerned, should be immediately submitted by the Applicant Exchange (A.E.). The name of the A.E. and the Order Number and N.C.O. No. of the vacancy should also be indicated in the list. Such submission may be made prior to formal confirmation by applicants if there is not sufficient time to obtain their willingness; but prompt action should be taken to inform them that their particulars have been submitted. If in response to this, an applicant declares himself unwilling to be considered for the vacancy, this submission should be cancelled.

(b) An Order Card, allotting an I.O.A. Order number (e.f. I.O.A. 1/2004 I.O.A. 2/2004 etc.) should be prepared in respect of a vacancy against which submissions are made. If the Order Card is in respect of a vacancy circulated by an Employment Exchange on X-16, the entry ".....(name of V.E.) X-16" should be made in item 2 of the Order Card. If the Order Card is in respect of a vacancy advertised/circulated by Central Employment Exchange/S.E.C.O. on X-16, the entry "Central employment Exchange/ S.E.C.O. serial No.....(of the

vacancy as given in the particular list or X-16”) should be entered in the same item. An entry should also be made in “remarks” column of X-16 to indicate that an Order Card has been prepared in respect of the vacancy. A separate Vacancy Order Register (X-64), should be maintained in respect of I.O.A. Order Cards opened. Submission entries should be made both on the Order Cards and Index Cards concerned.

(c) X-16s should be kept in a separate file and regarded as current until cancelled. Order Cards opened as above may be filed separately on the Live Order Register N.C.O. Code No. wise and within each Occupational Group alphabetically according to the names of employers.

(d) Vacancies received on X-16 should not as such be displayed on the notice board. But publicity may be given in respect of selected circulated vacancies. Summarised details of such of the selected vacancies as are considered appropriate under the prevailing local conditions should be displayed on the notice board, with the object of attracting suitable applicants and helping the Vacancy Exchange to serve the employer effectively. In such cases, however, the identity of the employer(s) should not be disclosed. Care should also be exercised in keeping the vacancy lists up-to-date.

Action at the Vacancy Exchange on Receipt of Submission Details

13.13 On receipt of particulars of applicants from an Applicant Exchange, the V.E. should make an entry in red ink in the “record of submissions” column of the Order Card, and file the copy of the list in the X-2. If the result of submissions made directly by the A.E. to the employer is not received by the V.E. within seven days, the

employers should be asked by the V.E. , if possible (personally or by telephone), whether he wants the applicants whose particulars have been sent to him to be directed for interview. His wishes should be noted on the Order Card and the A.E. informed within one day.

Action at the Applicant Exchange

13.14 (a) On hearing from the V.E. (or the employer), the A.E. should record the employer's wishes on the relevant Index Card and Order Card. If an applicant has been selected for employment or interview, he should, within one working day, be informed of the address of the person to whom he should report, traveling facilities offered for the journey etc.

(b) If the applicant is required to report direct to the employer, he should be given X-46 made returnable to the VE. If however, the employer is in the same town as the V.E., the applicant should normally be asked to report there enroute to the employer after obtaining X-46 from the V.E. The date on which the applicant intends to report to the employer (or V.E.) should, if possible, be ascertained and the V.E. informed accordingly so that the Employment Officer can tell the employer when he may expect the applicants.

(c) Appropriate entries should be made on the Index Card and the Order Card, showing the action taken.

Action to Obtain Result of Submission

13.15 (a) When an applicant reports to a Vacancy Exchange on his way to the employer, he should be issued with an X-46.

(b) Care should be taken at Vacancy Exchanges to instruct enquiry clerks to

direct visiting applicants from A.Es. to the appropriate Section for the issue of X-46. Such applicants should not be detained in the Employment Exchange for a minute longer than absolutely necessary.

(c) The V.E. should obtain, as soon as possible, information from the employer regarding the result of submission and advise the A.E. accordingly. Necessary entries regarding the action taken should be recorded on the Order Card concerned.

(d) If the A.E. does not receive the result of submissions from the V.E, within a reasonable time, it should take follow-up action, the action taken being noted under item 13 of the Order Card.

NOTE- I.O.A. Order Cards which have been pending for over one year due to non-receipt of the result of submissions, in spite of all-out efforts having been made to obtain them should be cancelled, after recording the action taken item 13 of the X-2.

(e) On receiving the result of selection, the A.E. should record the result on the Index Card and the Order Card concerned. Entries should also be made in the X-64 and in the “remarks” column of the X-16.

Vacancy Clearing Statistics

13.16 S.E.C.Os. should give information on the following items to their State Directors through the monthly narrative reports/special reports:-

2.	Vacancies circulated by the State Employment Co-ordination Office reported as filled during the months by:- (a) Vacancy Exchange, and (b) Employment Exchange other than Vacancy Exchange.	
3.	Vacancies at the end of the month in limited and unlimited circulation for: (a) Less than three months, (b) Three months but less than six months, and (c) Six months or more.	

S.No.	Item	No.
1.	Fresh vacancies given limited and unlimited circulation by the State Employment Co-ordination Office during the month.	

CHAPTER XIV

STUDY AND DEVELOPMENT OF EMPLOYMENT OPPORTUNITIES

Introduction

14.1 The I.L.O. Convention No. 88, concerning the organisation of the Employment Service states that: 'The essential duty of the Employment Service shall be to ensure, in co-operation where necessary with other public and private bodies concerned, the best possible organisation of the employment market as an integral part of the national programme for the achievement and maintenance of full employment and the development and use of productive resources'. (The convention was ratified by the Government of India in June, 1959). The promotion of higher levels of employment being one of the objectives of the Employment Service, it is necessary that steps should be taken at every Employment Exchange towards its fulfillment.

14.2 The maximization of employment under existing programmes and the creation of additional employment opportunities are matters that should receive the attention of the Community as a whole. In a democratic society, such an approach is essential both for the formulation of plans as well as for their successful implementation. The Employment Service has to play a vital role in this process. Broadly, it comprises of:-

- (a) The identification and enunciation of the problems;
- (b) The collection and presentation of all the relevant statistical and other information; and
- (c) Bringing together local (or regional/national) leadership to consider the facts and take effective action. The following paragraphs indicate the lines on which an Employment Exchange may proceed

to perform its functions in this connection.

Study of the Local Employment Market

14.3 An Employment Officer can function effectively only if he knows the characteristics of the employment market area he is serving. This means a fair knowledge of the size and nature of the population, its rural-urban disposition, growth rate, literacy rate, characteristics of the labour force, sources and pattern of employment, nature and extent of unemployment, supply of and demand for trained personnel, shortages and surpluses of manpower, educational and training facilities available in the area and in general all aspects of the manpower situation in the area. These data should be collected and studies on a continuing basis. The Employment Market Information programme provides the basic material for such a study.

Study of Economic Resources

14.4 In addition to a study of the manpower resources and requirements of the area, information regarding the pattern of industry, unutilized natural resources and other economic assets should be collected and compiled. The object should be to provide a complete picture of the local economy as a background for an appreciation of the manpower situation and the generation of additional employment openings, in order that the local Employment Exchange contributes to the economic growth of the area by working towards maximum employment.

Development Schemes under the Five Year Plans

14.5 A study of the employment aspects of various schemes under the Five Year Plans pertaining to the Employment Exchange area, with a view to maximizing job openings, is a special responsibility of the Employment Officer. For this purpose, he should study the implementation of various schemes from the employment angle and work through the district Manpower Planning & Employment Generation Council, District Development Committee or any other forum that may be concerned with the co-ordination and execution of plans at the district/area level. He should also study the employment/self-employment aspects of rural development programmes under employment generation schemes which have been undertaken during the Plan period and other schemes at State/local level for harnessing the manpower resources available in the rural/ urban areas towards rapid economic development in the country.

Local Action to Promote Employment

14.6 It should be remembered that in the achievement and maintenance of a high level of employment, the Employment Service does not work alone. Rather, it collects and analyses facts, places them before the appropriate body and implements decisions as far as they relate to manpower. These authorities are represented on the tripartite Committees on Employment, which have been set up at the District, State and National levels. The District Committee on Employment will, therefore, be one of the appropriate bodies to consider questions relating to the promotion of employment opportunities at the local level. Employment Officers should assist these Committees in the examination of questions relating to employment and unemployment

and ensure that the recommendations made are acted upon by the authorities concerned.

Fact Book on Manpower

14.7 When the data referred to in paras 14.3 to 14.6 above are collected and assembled, they will provide a picture of the manpower and industrial resources of the district or the Employment Exchange as the case may be. These should be put together in the form of a handbook, under appropriate headings (e.g. population, literacy rates, employment and unemployment statistics, primary and secondary education, technical and professional education, University Education etc.) for ready reference. The factual information contained in the handbook should be brought up-to-date periodically. As much of the data as possible should also be represented on an industry-cum-employment map of the district or area.

Relations with Employers

14.8 Employment Service serves the applicants as well as the employers. The goodwill of both is necessary if the Employment Service wants to fulfill its objectives. The Employment Officers should cultivate and maintain good relations with employers in the Exchange area having in mind that the employers who engage small number of staff are no less in need of the service of the Exchange than the larger ones. They must know the individual problems of employers and each employer usually has a different one. The best method by which an Employment Officer can arrive at a complete understanding of an employer's situation is by face to face discussions. Employers should, therefore, be contacted personally and the advantages

of recruitment through the Employment Service and utilization of other services offered by the organisation explained to them. The Employment Officer must convince employers that the Employment Service has services to offer that may be valuable to them. Employers who employ seasonal labour should not be overlooked. All employers should, as far as possible, be encouraged to visit the Employment Exchange so that they can see the method of working. They should also be encouraged to select applicants at the Exchange premises. Regular contacts should also be maintained with the Personnel Officers, Labour Officers, etc. in Government and private establishments. Any misunderstanding should be promptly removed. Employment opportunities on farms and in non-urban areas should also not be overlooked.

14.9 When an employer needs service, he needs service, he needs it immediately. Demands must, therefore, be handled promptly and steps taken to fill them must be reported to the employer. In fact, he should always be kept informed of the action taken regarding his demand. This aspect need not and cannot be emphasized too strongly. There is nothing that so adversely affects relations with employers, as not letting them know what have been done or are being done to assist them. We may be trying to fill an order to the best of our ability but if we do not report our efforts to the employer, we consciously jeopardize our relations with that employer. Any confidence that we have built up is completely destroyed by failing to keep employers closely informed of progress or lack of progress. We must remember that filling an order from an employer may represent business and money to him and if we are lax in our attention to the order, we are causing him to lose money and business and in turn we lose a customer.

Canvassing Programmes

14.10 Canvassing Programmes should be drawn up for different officers and numbers of staff in such a manner as to make the maximum use of the time available. Programmes should be drawn up on the basis of full knowledge of the employment market area the Exchange is serving. These should always be well planned and with specific aims in view. When the purpose of a visit is to persuade the employer to utilize the Exchange or recruitment of workers, it should first be ascertained whether the types of workers the employer is likely to require are actually available. While visiting an employer, the Employment Officer should display a genuine lively interest in learning as much as possible about the employer's business, and should be able to give full information about the operations of the Employment Service. In addition, he should be able to give current labour market information as to supply of workers in general and in particular the skills that may be available. Employers in the same industry or area should, as far as possible be included in the programme of one officer. Canvassing visits should be regularly arranged, the frequency of visits to an employer depending upon his relations with the Exchange, the type of industry in which he is engaged and the availability of applicants. The action considered necessary as a result of the visit should be taken promptly. To facilitate follow-up action, a full record of the visit should be prepared immediately after the visit.

14.11 Brief notes on the results of contacts made with employers by officers of the Employment Service should be recorded on E.M.-1 (item) and form E.M.-IA, which should be filed in the E.M.-1 envelop.

Contacts with Educational Institutions

14.12 Regular contacts should be made with professional institutes, polytechnics and other educational/training institutions to encourage qualified applicants to register with the Employment Exchanges. This will help in enriching the Live Register of Employment Exchanges.

Contacts with the Community

14.13 The Employment Officer's responsibilities do not end with employers and the applicants. The Service has responsibilities to the community as a whole. Community, like individuals, has personality. The Employment Officer must study the community, decide how and where he can help most and with a well thought-out plan, start out to become a public servant, respected by the community for his contribution to the well being of the community. As pointed out in para 14.3, the Employment Exchange should be the focal point of employment information in an area. This information is valuable to groups in the community such as civil organisations, employers' and workers' organisations, welfare organisations, Banking and Fiscal Institutions etc. Personal contacts with these groups are the best means of informing them of what the Employment Service does and how it assists and is an important factor in community life. The Employment Officer and his staff should maintain good relationships with the above community groups. They should try to create in these groups a desire to further the services of the Employment Service and to consult frequently with the Employment Officer the problems that come within the sphere of the Employment Service operations.

Record of Contacts with Employers and Organisations

14.14 Contacts made with various organisations should be recorded in a book register or on a loose leaf register (preferably the latter) in chronological order as also the points discussed during the visits, particularly those which require follow-up action. Details of contacts made with employers should be recorded only on E.M.-1 (item 9) and E.M.-1A irrespective of the purpose of contact, as stated in para 14.11 above.

Introduction

15.1 Maintenance of good public relations and effective publicity are of great significance to any service organisation. It is much more to an organisation like ours, whose primary objective is to reach the public and inform them of the free and voluntary services rendered by the Employment Service Organisation.

Employment Officer's Responsibility

15.2 The Employment Officer-in-charge of the Exchange is directly responsible to the State Director for execution of public relations and publicity work within the jurisdiction of the Exchange. All matters pertaining to technical assistance for designing and production of publicity material such as posters, folders, brochures, etc., to meet the local requirements and also any aid if required for participation in exhibitions, preparation and supply of hoardings, should be referred to the State Director. Permission to incur expenditure in this regard and necessary funds for execution of the work should be sought from the State Director.

Publicity during Tours and Canvassing Visits

15.3 While on canvassing visits to the employers, every opportunity should be used to familiarize them with the aims and objects of the Employment Service. It is a fact that a large number of employers in the Private Sector and probably a still larger number of employment seekers are ignorant of the free and voluntary service offered by the National Employment Service. Through increasing number of personal contacts, the

number of such people should be brought down.

Other Publicity Measures

15.4 Wide publicity should be given to the functions and activities of Employment Exchanges through newspapers, cinemas, radio, T.V. etc. Seminars on the role of Employment Service should be arranged at State/District levels. Prominent employers in the State/District, representatives of training institutions and other agencies concerned with the development of human resources should be invited to these seminars so that their problems of recruitment of workers through Employment Exchanges may be discussed.

Inviting Public Men to Exchanges

15.5 For maintenance of good public relations every Exchange should prepare and maintain an up-to-date list of M.Ps., M.L.As., prominent employers, Industrialists and Members of Local Bodies in the area and occasionally invite them to the Exchange. They should be taken round all the units/sections and explained the day-to-day working of an Exchange, in details. The State Director should be kept informed of such invitations. The aim of such visits should be to impress upon the visitors the usefulness and economic importance of the organisation and the systematic, impartial and efficient manner of working in the Exchange. A "Suggestion Book" should be maintained in each Exchange in which the distinguished visitors may record suggestions, if any, as prescribed in para 16.6(c).

Contacts with the Press

15.6 Employment Officers should make every attempt to maintain cordial relations

with the local press. A favourable Press is an effective means of removing misunderstandings and prejudices that might exist among the public. Press representatives should, therefore, be encouraged to visit Exchanges and see things for themselves. Occasionally, Press Conferences may be held, with the permission of the State Director, and facts and figures regarding the work done and progress achieved given. However, policy matters and controversial topics should be avoided during such Press Conferences.

Relations with Trade Unions

15.7 (a) Employment Exchanges should cultivate and maintain good relations with the Trade Unions. Personal contacts with office-bearers of Trade Unions in the Exchange area should be regular. The objectives of the National Employment Service and the method of working of Employment Exchanges should be explained to Trade Union Officials, who should be invited to the Exchange for this purpose. The manner in which they could help Exchanges render efficient service should be discussed as and when opportunity arises, and they should be encouraged to co-operate actively. Assistance of Trade Union officials should be enlisted in explaining to workers the aims and methods of working of Exchanges. Trade Union Officials can be helpful in:-

- (1) encouraging non-registered workers, for whom suitable employment is available, to register at the Employment Exchanges;
- (2) publicising vacancies, scheme for training etc.;

- (3) encouraging applicants to undertake work of a kind available and suitable for them;
- (4) encouraging geographical and occupational mobility of labour and
- (5) educating applicants to intimate to the Exchange the result of submissions.

(b) If Trade Unions are found to object to employers regarding use of the Employment Exchange, attempts should be made to resolve the prejudice using the forum of the Committee on Employment and discussion with the officials. If unsuccessful, a report on the nature of objections and efforts made to overcome them should be sent to the State Director who may, if necessary, bring the matter to the notice of the DGE&T.

(c) If there are no suitable applicants registered at an Exchange for a notified vacancy, enquiries may be made with the officials of appropriate local Trade Unions to see whether they could recommend suitable persons for the vacancy. They should be requested to refer candidates to the Exchange so that they may be registered and submitted.

(d) When approach is made to a Trade Union, full particulars of the type of workers required and the location of the work should be given but not the name of the employer.

Graphs and Charts

15.8 Representative and up-to-date charts and graphs showing the volume of work done in successive months should be prominently displayed in the Employment Officer's room. The publicity value of

neatly prepared and easily readable graphs and charts cannot be overemphasized.

Display of Publicity Material

15.9 Care should be taken to distribute properly publicity material such as folders, brochures and handbills. Posters should be effectively displayed not only within the Exchange premises, but also in public places such as post offices, railway station and other public buildings on specially provided boards and in the premises of factories, mills and such other places as are likely to attract the people.

General

15.10 It is very important that all display of publicity materials such as notice boards, hoardings, posters, directional notices etc. should be frequently inspected so that any point of information which may have become out-dated, obsolete, faded, torned or defaced is removed/replaced. It is the responsibility of the Employment Officer to make arrangements, in consultation with the State Director, for proper maintenance of posters, hoardings, notice boards etc. within his jurisdiction.

CHAPTER XVI VARIOUS GENERAL INSTRUCTIONS
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Card Index System

16.1 (a) To facilitate filling and examination of case-histories of employment-seekers and to keep under observation vacancies which are notified, a Card Index System is used. Index Cards and Order Cards should be filed in separate cabinets, each cabinet being boldly and neatly labeled to indicate the contents, e.g. Live Register, Live Order Register etc. Each drawer should be labeled to show the Occupational Code Numbers of the cards filed inside. Within each drawer, Card Separators, slightly bigger than the Index Cards or Order Cards (made out of coloured paper boards) should be used to mark subdivisions. Each Card Separator should be labeled to show the occupational Code number of cards filed behind it.

(b) If it is necessary to remove a card from the Live Register or Live Order Register for a period of time likely to be detrimental to the interests of an applicant or an employer, a “dummy card” with essential information entered on it should be put in the place of the card thus removed. In cases where the card has been removed for some procedural action in the Exchange making it readily traceable when required, it is enough if essential details such as Registration No. Occupational Code No. and category of the applicant (priority, Scheduled Caste etc.) and the purpose for which the card has been removed are recorded on a Card Separator and kept in the appropriate section of the Live Register. Where however, a card is removed for investigation of a complaint or for other similar purposes and there is likelihood of delay in obtaining it for normal action, a duplicate of the original card must form the dummy card.

(c) Identification tabs of different colours should be used to identify cards on the Live Register for particular purposes, e.g. to indicate priority categories, degree of mobility etc. The use of such tabs should be restricted to those categories in respect of which the DGE&T or the State Director have given permission.

Red Ink Entries

16.2 When it is necessary to draw special attention to certain items on Index Cards, Order Cards or registers, the entry may be recorded in red ink. A list of entries which should be made in red ink is given in Volume II, Appendix I(17).

Official Correspondence

16.3 (a) All official communications intended for the D.G.E.&T., other than periodical returns, reports or other specific information called for directly by the D.G.E.&T, should be sent through the State Director. Copies of communications sent direct to the D.G.E.&T. should invariably, be endorsed to the State Director.

(b) Assistant/Junior Employment Officers or other members of staff, when empowered in writing to sign correspondence on behalf of Employment Officers, should do so “for Employment Officer” and not as Assistant/Junior Employment Officer, etc.

Over Writings and Alterations

16.4 As far as possible, over-writing and alterations in entries should be avoided in important records such as Index Cards,

Order Cards, Record of Registration, Vacancy Order Registers etc. If alterations in entries become unavoidable, they should be initialed and dated by an Officer.

Staff Training

16.5 (a) The Employment Officer-in-charge of an Exchange should ensure that every member of his staff is trained in the performance of the duties which are assigned to him. Special attention should be paid to the techniques of interviewing. The need for sympathy and understanding in dealing with employment seekers must be constantly emphasized. New members of staff should be given the opportunity to acquire practical experience under the guidance of experienced members of staff, before they are given independent duties. Staff meeting should be held regularly and not less than once a month, during which new policies or changes in procedure should be explained. The contents of the statistical returns, monthly narrative report, area E.M.I. report, state E.M.I. report, career literature etc. should be studied in detail and discussed at length in these staff meetings. A brief record of all staff training activities should be maintained.

(b) During training meeting, free discussions should be encouraged and if any useful suggestion is made, it should be forwarded to the State Director for further consideration.

(c) Rotation of work among staff should be regularly arranged so that the Exchange is not handicapped when there are absentees or when an emergency arises.

(d) It is the duty of senior officers to encourage study and research by their staff and to stimulate initiative. Credit should always be given where it is due and facilities

given for sound experimentation provided no vital points of principle and procedure are endangered, or a waste of public money is involved.

Treatment with Public

16.6 (a) Employment-seekers may feel depressed or irritated due to unemployment or uncomfortable journeys. They are also likely to be ignorant of Exchange procedure and possibly nervous. They should, therefore, from the moment they enter the Exchange be treated sympathetically and with the utmost courtesy. In no case should applicants be dealt with casually or harshly. They should not be made to wait while routine work (which can always be deferred) is being performed.

(b) Exchange should have adequate facilities for the reception and convenience of visitors whether they are applicants or enquirers. Separate waiting rooms for employers and applicants, with adequate seating accommodation and other conveniences such as reading matter should be provided. The employment Officer-in-charge of the Exchange should frequently visit these rooms to ensure that the arrangements are satisfactory and are efficiently organized and neatly kept. A member of the staff should be made specially responsible to look after such arrangements. Publicity posters of interest should be prominently displayed in proper frames. Notice Boards should be provided at convenient places to convey essential information to the public. The boards should be kept constantly up-to-date. Directional notices should also be provided for the guidance of the public wherever found necessary.

(c) A “Suggestion Book” should be maintained in which visitors may record suggestions, if they have any. Extracts of useful suggestions thus recorded should be forwarded to the State Director for consideration where appropriate. It should be noted that officers and staff of Exchanges should under no circumstances canvass approbation of their work from visitors. Maintenance of the “Suggestion Book” should be made known to the visitors by means of a notice.

(d) The Employment Officer should set apart a specified time each day to receive candidates and hear their grievances. He should also personally meet individual applicant each day in the waiting hall to ensure that they are properly attended to.

Enquiry Counter

16.7 (a) Exchanges should set up an enquiry counter at a convenient and prominent place which is accessible, on their arrival, to applicants, employers and visitors. The enquiry counter should be placed in charge of an experienced and well-informed official specially trained for this work. The enquiry counters should open at least half an hour earlier than the time fixed for commencement of work at the Exchange so that preliminary enquiries and the sorting of various types of applicants can be dealt with by the time rest of the staff starts work. Notice boards should be set up at prominent places asking all visitors to go first to the enquiry counter.

(b) At the enquiry counter, applicants should be given numbered tokens to ensure that they are attended to in proper sections in the order of their arrival. The Employment Officer-in-charge of the Exchange should at least once a week make a surprise check of the reception arrangements and the work of

the official-in-charge of enquiry to ensure that the issue of tokens is free from complaints. Callers at the Exchange should be made aware also of the token system by means of a suitable notice.

(c) For the information and guidance of applicants a notice should be displayed at the enquiry counter to the effect that if an applicant fails to respond to a communication is returned undelivered, it would be deemed that the applicant is no longer in need of employment assistance.

Use of Official Vehicles

16.8 (a) Vehicles attached to Exchanges should be used primarily for the purpose of contact with employers on the basis of a planned programme, the greater part of the time being devoted to the private sector. The programme should include collection of employment market information, information for completing X-12 and X-13 and such other work involving contacts with associations, organisations and institutions for furtherance of the N.E.S. programmes.

(b) Exchange vehicles may also be utilized for recruitment drives in case of urgency.

(c) The use and maintenance of Exchange vehicles will be governed by such orders as the State Director may issue from time-to-time.

Special Committees to Examine the Fairness of Submissions made by Employment Exchanges

16.9 To instill confidence among the public regarding the fairness and impartiality of submissions made by Employment Exchanges against notified vacancies, a small special committee should

be set up at each Employment Exchange. The Committee should consist normally of four members; one each representing Government employers, private employers and workers. The Employment Officer should be the convenor-member. It is desirable that the members of this Committee are members of the District Committee on Employment attached to the Exchange and should be elected by the body. The special committee thus constituted should meet periodically preferably once in a month, and examine the submissions made by the Employment Exchange with a view to detect cases where the discretion of the staff has been used in perverse or dishonest manner. For this purpose, the committee may examine selected Order Cards chosen at random and see whether the submissions have been fair and impartial. A report of the result of such examination should be forwarded to the State Director for information and such action as may be considered necessary.

Complaints - General

16.10 (a) Every complaint must be enquired into thoroughly and disposed of expeditiously. Much can be learnt from complaints.

(b) Enquiries relating to complaints should be undertaken in an impartial and critical manner and there should be no hesitation in bringing facts to light. It should not be presumed that a complaint has been made malafide and there should be no attempt to explain away facts or to make counter-allegations. If the enquiry shows that remedial action for apology is called for, action should be taken immediately and the complainant advised of the action taken. Weaknesses in organisation and performance of work revealed by complaints

should be immediately eradicated or reported to the State Director for further examination. If, however, the complaint is found to be without justification, the facts of the case should be explained to the complainant.

(c) Complaints made personally should be enquired into on the spot, and action to remedy weakness or to explain facts to the complainant should be taken immediately.

(d) All complaints should be brought to the notice of the senior most officer in post. Complaints in writing should not be finally disposed of without his knowledge.

Attempts to Solicit Preferential Treatment

16.11 Attempts to solicit preferential treatment for registrants should be firmly but politely rejected; notices should be displayed prominently to the effect that letters or chits intended to give preferential treatment either from members of the Organisation or from other persons will not be taken cognizance of in the disposal of business.

Career Literature

16.12 Dissemination of occupational information to job-seekers, students, teachers, counselors, career masters, parents etc. is considered an integral part of National Employment Service programmes in general and vocational guidance services in particular. For this purpose the Career Study Centre of CIRTES compiles and publishes career literature, in different series, on employment and self-employment opportunities for different types of persons. The State Directors may also prepare and publish such literature at the State level and

also bring out local supplements to the publication brought out by CIRTES.

16.13 The publications published/data released.

(i) The Publications brought out by the Employment Directorate are as under: -

(a). Bulletin on Job Opportunities in India: - Annual issue of the Bulletin give information relating to the demand for manpower in professional fields such as Engineering, Technology, Agriculture, Medicine, Natural & Social Sciences etc. These issues also provide information on the outturn of qualified personnel in the respective fields to analyse the demand and supply of manpower. For this purpose Employment Officer should furnish the information regarding vacancies notified to them in return CP-I [see Vol. II Appendix-I (i)]

(b). Trade Apprenticeship Training in India under Apprenticeship Training scheme: - This is an Annual publication which presents statistics on establishments engaged in Apprenticeship Training, Intake Capacity, output and their employability in the labour market alongwith brief analysis of present scenario.

(ii). The publication of CIRTES are brought out in the following series: -

(a) World of Work Series

The publications in this series are primarily meant for students who are in the secondary and higher secondary stages of education. These publications introduce the students to various career in specific industries, highlighting aspects like the nature of work, career prospects, means of

preparation for different careers, and a good deal of related details.

(b) Job Seeker's Guide

The publications in this series contain information about a cluster of similar occupations open to job-seekers of a particular level of education, Each pamphlet generally covers eight to ten occupations. This series will ultimately replace the 'Guide to Careers' Series.

(c) Choice of Careers Series Posters

This series covers career posters and charts meant for display in schools and Employment Exchanges for motivating the youth to seek further comprehensive information either from guidance workers or through the study of relevant career literature. These are mostly based on career publications issued under the Career Information Series.

(d) Handbooks on Training Facilities

These handbooks provide information on institutional and in-plant training facilities, State-wise, for use in counseling and guidance programmes.

16.14 Complimentary copies of these publications are supplied to the State Directors for distribution to educational institutions and other organisation agencies in the field of Vocational Guidance through the Employment Exchanges. Priced copies of the publications are supplied to the Employment Exchanges by the Controller of Publications, Delhi on sale and return basis. Employment Officers should give wide publicity to these publications and display them in the waiting halls. The detailed procedure for sale and distribution of career

publications is given in Appendix I(19), Volume II.

Job Development

16.15 Job Development aims at extending speedy and selective placement service to both qualified applicants and interested employers without discrimination or favoritism of any kind. The categories of applicants for whom Job Development is to be undertaken will depend upon such factors as job openings available in the area, types of candidates seeking jobs through the Exchange etc.

16.16 Job Development work should form part of the regular placement process and should be undertaken systematically for applicants who satisfy the criteria, irrespective of the job for which they are registered. The Employment Officer-in-charge of the Exchange will be responsible for undertaking Job Development Work. Other gazetted officers, if any, may also undertake this work in consultation with the Employment Officer-in-charge of the Exchange. It is important that officers undertaking job Development work should have sound knowledge about the applicants and their needs, the employers and their requirements and specifications of various jobs.

16.17 Job Development work could be performed either by contacting the Employer in person or over telephone. Employers who are fairly familiar and with whom good relations have already been established could be contacted over telephone. However, direct personal contact is a better means of Job Development as it gives opportunity to have a face-to-face discussion with the employer about a particular applicant and the employer's hiring policy and specifications.

Job Development involves the following important steps:-

16.18 (i) Selecting the employer-Employers' Register, ER-I and ER-II returns, Dead Order Register, Newspaper advertisements etc. could be of use in deciding which of the employers are to be contacted.

(ii) Establishing contact with the employer-The approach must be to the person directly responsible for recruitment. He should be a person higher enough in the organization/establishment to make independent decisions in the matter.

(iii) Arousing the employer's interest-The employer must be given a quick resume of the applicant's background and the benefit he can derive by appointing him, as quickly as the Employment Officer can. In case the employer had indicated on some previous occasion that he is interested in a particular type of applicant, a reference may be made to that in presenting the applicant's background and qualifications. Having aroused the employer's interest in the available applicant, it is important to develop that interest and persuade the employer to interview and accept the applicant.

(iv) Selling the qualifications and capacities of the applicant- Job Development is essentially selling the available applicant. Selling requires considerable knowledge about the product to be sold and enthusiasm, imagination ability and persuasion on the part of the salesman. The Employment Officer attempting Job Development should, therefore, know his applicant's attainments, interests, aptitudes etc. to enable him to determine what the applicant is capable of doing and should be

enthused over his applicant as a salesman over his product. He must use sufficient tact to convince the employer that he would derive benefit from the applicant and finally persuade him to engage the applicant. An applicant's need for a job should never be used as a selling point.

16.19 Applicants may be selected for Job Development at the time of registration interview or during periodic review of the Live Register. The Index Card of the applicant selected for Job Development should be completed in all respects and the applicant should be interested in the job for which Job Development is attempted. For this purpose, the applicant may be called to the Exchange, if found necessary. But the identity of the employer should not be disclosed to him at this stage. If the efforts prove fruitful, the vacancy may be booked in the normal manner and the applicant directed to the employer for personal interview/selection.

Maintenance of Liaison with Exchanges in other States

16.20 Employment Officers may exchange information on technical matters relating to E.M.I., V.G. etc. with their counterparts in other States. State Directors should be kept informed of such correspondence. Among other things, such liaison would be of advantage in regard to Vacancy and Labour Clearing.

Rural Employment Bureaux

16.21 With a view to extending employment information and vocational guidance services and also to render employment assistance to the extent possible to the employment-seekers in the rural areas, Rural employment Bureaux/Employment Information and Assistance Bureaux

(EIABs) have been set up in Community Development Blocks in various States. These Bureaux also serve as Information Centers for dissemination of information connected with the problems of manpower utilisation in rural areas. The functions of the Rural Employment Bureau are broadly as follows:-

(i) Maintenance of an up-to-date Information Room with audio-visual aids to assist in a better understanding of the current local occupational pattern and the employment market in general. This will include exhibition of career literature, career charts, pamphlets pertaining to training in rural occupations, pamphlets pertaining to community development in its various aspects, etc. The Information Room will be organized by the official-in-charge of the Bureau through the block Development Officer, and with the co-operation of the Panchayats, village level workers etc.

(ii) Keep the members of the Community Development Block or the local Panchayats in touch with Employment Market Information for the district on the basis of material received from the Employment Officer and other sources.

(iii) The Official-in-charge of the Bureau will report to the parent Employment Exchange and other prescribed authorities shortages of manpower in the area and particulars of jobs which are known to be vacant. He will also make arrangements for facilitating contacts of local people with the Employment Service and for giving employment assistance wherever possible in accordance with the procedure that may be prescribed for the purpose.

(iv) Facilities for recruitment for training in the Industrial Training Institutes and in rural training institutes should also be given

by the official-in-charge of the Bureau. He will be under the administrative and technical control of the Employment Officer-in-Charge of the district.

(v) The Rural Employment Bureaux will also carryout employment surveys in Development Blocks where Rural Works Programmes are located. For this purpose the official-in-charge will keep in close contact with the local Block Development Officer and other officials and non-officials connected with the Rural Works Project, so as to assist them in mobilizing manpower to work in the Project: also to assess the manpower utilization of Rural Works Projects.

(vi) The State Director may assign any other work in connection with the Employment Service to these Bureaux.

NOTE:- When employment-seekers visit the Bureau for registration, Index Cards will be completed in the normal manner without allotting registration number and N.C.O. Code No. These X-1s will then be forwarded to the Exchange concerned who will register them and issue the Identity Cards direct to the applicants under intimation to the Bureau.

University Employment Information and Guidance Bureaux

16.22 University Employment Information and Guidance Bureaux have been set up at a number of Universities. Although the main function of these Bureaux is to give employment information and vocational guidance to the alumni of the University, they also register qualified applicants belonging to special categories e.g. those (i) holding a Bachelor's or higher degree or equivalent diploma in a professional or specialized course such as, Engineering,

Medicine, Agriculture, Veterinary Science, Technology, Law, Education etc. (ii) holding a Master's or higher degree or post-graduate diploma or equivalent in other subjects.

16.23 The Professional and Executive Employment Office will circulate to the U.E.I. & G.Bx. vacancies that are appropriate to the applicants registered with them. The Bureaux will submit particulars of suitable applicants available on its Live Register to the P. & E.E.O. against vacancies circulated by it. The P. & E.E.O. will consider these applicants for submission against notified vacancies, on par with the applicants on its own Live Register. The Bureaux will make submissions against vacancies advertised by the C.E.E. The Bureaux may also submit suitable applicants in response to specific enquiries made to them by private employers. State Director may assign any other work they would like in connection with the Employment Service to these Bureaux.

Vocational Rehabilitation Centres for the Physically Handicapped

16.24 Vocational Rehabilitation Centres for Physically handicapped persons have been set up in a number of States. At these Centres assistance is given to physically handicapped persons to develop rehabilitation plans depending on their specific needs; aptitudes etc. These Centres cater to the needs of the blind, the deaf and dumb the orthopedics, negative leprosy patients and mild mentally retarded persons.

Objectives

16.25 The main objective of the VRCs is to assist the physically Handicapped persons to undertake a remunerative work activity so as to enable them to live an independent,

productive and respectful life. This is achieved through the following:-

- a). to assess the residual vocational capacities of the physically handicapped persons;
- b). to guide and assist them towards securing and retaining gainful employment/self-employment/home-bound employment, thus enabling them to lead an independent, productive and respectful life like any other able-bodied person;
- c). to assist them in developing their work skills in suitable trades by means of formal or non-formal training methods;
- d). to assist in obtaining essential rehabilitation aids with a view to enhancing their work capacities;
- e). to develop community awareness and response for rehabilitation programmes and to promote rehabilitation services; and
- f). to up-date the rehabilitation techniques/services for the physically handicapped by undertaking surveys and research studies or by assisting individuals/organizations in such programmes.

16.26 (a) Each VRC has an Evaluation Division and a Referral Division. The Evaluation Division have a Work Evaluation workshop where physically handicapped persons referred to by the Referral division are evaluated under the close supervision of the workshop staff and the psychologist to determine their vocational potentialities. This evaluation enables the Referral Division to draw up a rehabilitation plan for the individual.

(b) The VRCs have been granted co-sponsoring powers against reserved vacancies in Group C and D posts/services in the Central government offices/undertakings. It has been decided by the Government of India that a copy of the requisitions sent to Employment Exchanges/Special Employment Exchange by appointing authorities shall be simultaneously endorsed to the nearest Vocational Rehabilitation Centre for Physically Handicapped for nominating suitable handicapped persons against such vacancies.

(c) These Centres also impart adjustment training to such of the physically handicapped persons who are trained or are being considered for appointment. Efforts are made at the Centres to stimulate real conditions which the individual is likely to experience on the job or training. The adjustment training also serves as a means of inculcating good work habits and attitudes.

(d) During the period of evaluation and adjustment training, the individuals may stay in the hostel attached to these Centres which provides free lodging and board at a nominal rate to those admitted therein. The clients are paid stipend during the period of rehabilitation.

Coaching-cum-Guidance Centres for Scheduled Castes and Scheduled Tribes

16.27 Coaching-cum-Guidance Centres for Scheduled Castes and Scheduled Tribes have been set up in a few places selected on the basis of the high incidence of Scheduled Caste/Scheduled Tribe population, job openings available in the area and the number of such candidates seeking jobs through the exchanges. At these Centres guidance and pre-employment orientation is

provided to Scheduled Caste/Scheduled Tribe candidates. Their main objectives are:-

- (i) to channelise the available educated SC/ST manpower into appropriate vocations;
- (ii) to increase their employability through coaching/training;
- (iii) to provide them vocational guidance and career information at the appropriate states; and
- (iv) to perform watch-dog functions in the matter of filling up of vacancies/training seats reserved for Scheduled Castes/Tribes candidates in Central/State/Quasi-government establishments and training institutions in the area.

CENTRAL INSTITUTE FOR RESEARCH AND TRAINING IN EMPLOYMENT SERVICE(CIRTES)

16.28 The CIRTES is responsible for imparting professional in service training to the officers of the Employment Service . It conducts various training programmes for the officers of the employment service to increase their working efficiency and improve the performance of employment service. The training programmes which are conducted by the CIRTES include: Integrated Training Course; Refresher Training Course; Short Duration Condensed Courses and Specialised Courses in particular areas such as Vocational Guidance, Labour Market Information, Self-Employment etc. The State Directorate of Employment can make a plan for training of their Officers at CIRTES and sponsor their names from time to time for the training courses suitable to them. CIRTES is also responsible for conducting research

in the fields of organizational, operational and procedural matters pertaining to employment service. The State Director of Employment may identify the problems/ areas of research and refer the same to CIRTES, if they feel necessary. In addition the Career Study Centre of the Institute is responsible for preparation and publication of Career Literature and other Occupational Information material. Further details have been covered in para 16.13 .

CHAPTER XVII INSPECTION AND TECHNICAL EVALUATION OF EMPLOYMENT EXCHANGES
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Responsibility for Inspection and Evaluation

17.1 A periodic examination of the work of the Employment Exchanges has to be undertaken with two main objectives:-

- (a) to ensure that agreed policies and procedures are being implemented, standards maintained and programmes followed; and
- (b) to assess the effectiveness of the work of the Exchanges with a view to taking appropriate action to bring about necessary improvements.

17.2 In so far as (a) above is concerned, it is the responsibility of the Central Government to ensure uniformity of national standards and implementation of agreed policies and procedures in collaboration with the State Governments. The Officers of the Central Headquarters and the State Government concerned will, therefore, jointly undertake technical evaluation of the Employment Exchanges in each State and prepare joint reports.

17.3 The responsibility for detailed and comprehensive inspection of Employment Exchanges, with a view to achieving the objective at (b) above is that of the State Government with whom the day-to-day administration of the Exchanges rests. Detailed instructions regarding inspection will, therefore be issued by the State Governments. However, some guidance points of a general nature which could form the basis of such instructions, is provided in the following paragraphs.

Inspection-Guidance Points

17.4 (a) **Purpose of Inspection** - The purpose of inspection of Employment Exchanges should be to maintain a high level of efficiency and proper development of the Service. Inspection should, inter alia seek to achieve:-

- (i) a high standard of service to the public;
- (ii) the proper use of procedure;
- (iii) the elimination of 'red-tape' and practices which might delay prompt assistance to applicants and employers;
- (iv) an increase in output of the staff and the development of initiative; and
- (v) to evaluate experimental procedures, if any, obtaining at Exchanges and to suggest new procedures, if considered necessary.

(b) **Principles and Precepts:-** Inspecting Officers should endeavour constantly to keep in mind the following principles and precepts and bring them, when necessary to the notice of all concerned:-

- (i) that the reputation of the Employment Service for the integrity and impartiality is of paramount importance. Any action by members of staff or the adoption of practices or procedural methods which endanger this reputation must be eliminated;
- (ii) that procedural and organizational weakness which might affect the

service rendered to the public must be removed as speedily as possible;

- (iii) that each Exchange should be conscious of the need for sustaining the prestige of the Service as a whole by maintaining a high standard of efficiency and promptitude;
- (iv) that each member of the staff should be conscious of the fact that he is a public servant and he should render courteous, sympathetic and prompt service to employers and employment seekers irrespective of the status;
- (v) that all members of the staff, particularly senior officers upon whom rests the responsibility for the proper development of the Service, should be continuously studying literature on manpower planning, employment, unemployment and labour force for keeping abreast of national and international developments;
- (vi) that Employment Officers intelligently interpret, according to local conditions the policies and procedures laid known by government; and
- (vii) that the morale of the staff is kept at a high level and that members of staff cooperate with each other and always subordinate their personal interests and feelings to their duty to the public.

Role of Inspecting Officers

17.5 The role of an inspecting officer should be that of a friend, philosopher and guide seeking to assist the Employment

officers in solving their problems. Their work should not end by ensuing routine compliance of current instructions. Examination and assessment should be undertaken with a view to finding out whether the Employment Exchange as a whole is functioning properly and efficiently as a unit in the National Employment Service. The object of inspection should not be fault-finding. On the other hand, it should be one of offering constructive criticism. It is important that intelligent and useful deviations from prescribed procedure should be applauded if such deviations help in achieving better results without sacrificing fundamental principles. Based on such experience, Inspecting officers must suggest improvements in existing procedure. Credit should be given to officers and staff who show imagination and initiative. Ignorance of procedure or willful disregard of instructions should be brought to the notice of the Employment Officer. While suggesting remedial measures, opportunity should be taken to impart necessary guidance and training to the members of the staff.

Type and periodicity of Inspections

17.6 (a) **General Inspections** - These may be undertaken by officers of the State Directorate who have been specially vested with this responsibility by the State Director. The periodicity of these inspections may be decided by the state Director. It is, however, recommended that each Employment Exchange may be subjected to general inspection at least once in six months and should be visited by the State Director personally atleast once a year.

(b) **Seminar of Employment Officers** - At the end of each inspection, a Seminar may be held in which the Employment Officers should participate to discuss the

findings and offer suggestions for improvements. Important points discussed at the Seminar may find a place in the inspection report and may be given wider circulation at the discretion of the State Director.

(c) **Ad-hoc/Surprise Inspections** - Inspection of these types may also be undertaken by officers of the State Directorate under specific instructions from the State Director.

(d) **Internal Inspections** –

- (i) Employment Officers-in-charge of Exchanges should inspect at least once a quarter, their lower formation (Town Employment Exchanges, Sub Offices etc.), if any, under their administrative control. These inspections should be on the lines of general inspection of Exchanges.
- (ii) Monthly internal inspection of the Exchange by the Employment Officer-in-charge is recommended. In bigger Exchanges, where work has been sectionalized and where there are more Employment Officers than one in post, the working of each section of the Exchange should be inspected monthly by the Officer-in-charge of the section.
- (iii) The Employment Officer-in-Charge of the Exchange may also be advised to conduct weekly test checks of important items of work of the Exchange, particularly work relating to registrations, vacancies and submissions. When conducting such test checks, it is recommended that not less than 10 per cent of the work done on the day of inspection may be scrutinised except the

registration work in which a maximum of 10 Index Cards should be examined.

- (iv) A record of internal inspections may be maintained by the Employment Officer incharge of an exchange or section of an Exchange. Observations made during test checks may also be recorded in this book register. The form in which the book register should be maintained is given in Volume II, Appendix 1 (20).

Inspection Reports

17.7 Inspection reports should ordinarily be in two parts, the first part dealing with policies and procedures and the second part with matters relating to administration and accounts. The State Director may endorse a copy of the first part of the report to the Directorate General of Employment and Training if any action is called for. Reports relating to inspections, it is suggested, should be submitted to the State Director within three days of the date of completion of the inspection.

Items to be Scrutinised during General Inspections

17.8 (a) The major items connected with the functional working of the Exchange (first part of the Inspection report) recommended for scrutiny during inspections are listed in Volume II, Appendix I (21). Items of work relating to Employment Exchange policy and procedure have alone been included in this. Items relating to matters connected with administration and accounts will be prescribed by the State Director.

(b) In the initial stages of inspection, note sheets may be used as working sheets according to the sample given in Volume II, Appendix I (22). After the observations of the Employment Officer have been made on the note sheets, the weaknesses should be discussed with the Employment Officer and remedial action suggested.

17.9 Action on Inspection Report- On receipt of an inspection report, the Employment Officer should, within four weeks, report his compliance in the following form to the State Director.

Item (description)	Action taken	Reason, if no action was taken
1	2	3

The State Director should examine the compliance report with a view to taking further action if considered necessary.

Technical Evaluation

17.10 (a) The responsibility for periodical evaluation of operating practices and procedures, organisational structure, supervisory methods and effectiveness of the various programmes of the Service is that of the Union government. Technical evaluation by the Central Headquarters has, therefore, to be conducted with a view to ensuring that agreed policies and procedures are observed, uniform national standards are maintained and programmes are followed. In brief, the evaluation will provide a general view of the working of the Employment Service in the State.

(b) The Evaluation is to be conducted jointly by a senior officer of the Central headquarters and an officer nominated by

the State Director. Visits to Exchanges by officers of the Central Headquarters and the dates of discussions with the officers of the State Directorate should be pre-arranged as to provide a cross-section of the Employment Service in the State as exhibited in the working of the large, medium as well as small sized Exchanges.

(c) At the close of the visit to the Employment Exchanges, the representative of the Central Headquarters should held discussion with the State Director and apprise him of the observations made. A brief note embodying the salient features as revealed by the evaluation should be jointly prepared by the Officer of the Central Headquarters and the one nominated by the State Director to be handed over to the State Director so that immediate consideration could be given to important recommendations.

(d) The Central Headquarters should evaluate the working of the Employment Service in each State at least once a year. The joint evaluation report should be forwarded by the Government of India to the State Government and two copies of the report should be endorsed to the State Director for initiating action on the recommendations.

Monthly Narrative Report- General Instructions

18.1 Each Employment Exchange should submit to the State Director a Monthly Narrative Report which should be precise, informative and a true record of the activities during the month. Narrative Reports keep the State Directors informed of the work done by the Employment Exchanges, and are collectively used for the preparation of their Monthly progress Reports. They also provide material for various reports to government on the working of the National Employment Service. It is, therefore, vital that the material given is reliable, balanced and comprehensive. Each report should indicate clearly the progress made and the difficulties encountered during the month under review. Repetition of statistics should be avoided. Reports rendered by parent Exchanges should cover the activities of subordinate offices. Subordinate offices should prepare three copies of their Narrative Reports, one for the parent Exchanges, one for the State Director and one for their own record. The aim of the report of the parent Exchange should be to give an overall cohesive picture of the entire area, including the area covered by subordinate Exchanges.

Form in which Narrative Reports should be Rendered

18.2 The report should be rendered in the form and manner described below. The serial number allotted to each item should be given to the corresponding para, in the Narrative Report. If there are no comments on any particular item, the words “no comments” should be entered. All reports should be self-contained, and expressions

such as “see previous report” or “as previously reported” etc. should be avoided.

NARRATIVE REPORT**I. The Employment Situation in General**

A critical appreciation of the employment situation and employment trends in the area should be given in this para. Mention should be made of new industries establishments which are being set up under various Development Schemes. The commencement or termination of seasonal activities in local fields of employment, and the closing or re-opening of any important factory or establishment etc. should be mentioned with a comment on the probable effect of the event on employment. Local hindrances to normal development of the economic life and the expansion or maintenance of employment opportunities within the area should be commented upon e.g. lack of raw materials, transport bottlenecks etc. Before mentioning such items, however, careful enquiry should be made to ascertain the real facts and to distinguish between unfounded rumours and reality. Such situations should be discussed, if possible, with those locally concerned with a view to making concrete suggestions as to how industrial, commercial, transportation difficulties, if any and other bottlenecks which are hindering economic growth and its corollary, greater employment, can be removed. When reporting, each separate subject should be given a paragraph of its own and the principles laid down in para 18.1 above should be kept in mind.

II. An appreciation of Statistics Rendered

This para should be divided into the following subparas:-

- a) Placings.
- b) Registrations.
- c) Vacancies notified.
- d) Submissions
- e) Employers using the Exchange.
- f) Live Register.

The total number of placings, registrations etc., should be compared with figures of the previous month and also with those of the corresponding month of the previous year (these comparative figures may be given in an appendix to facilitate easy comparison). The reasons for increase or decrease and trend relating to each item should be given. The explanations offered should be objective and based on a critical examination. In addition to the overall picture of the Exchange area, a separate appreciation in respect of each sub-office (if any) should be given against each sub-para under this heading.

III. Shortages and Surpluses of Manpower

Reports regarding persistent shortages of various types of personnel existing in the Exchange area should be based on known facts capable of being substantiated. The existence of a shortage in a specific occupation should be studied and reported after taking into consideration:-

- (a) vacancies notified to any appreciable extent to the Exchange for which suitable applicants could not be found

although the salary and other conditions of service offered were reasonable; and

- (b) vacancies anticipated to arise for which applicants are neither available on the Live Register nor known to exist in the Exchange area.

If the report is not based on (a), this should be indicated. Special mention should be made of occupations, if any, in which shortages have persisted over a period of months. Monthly variations in the position should be faithfully reported. Uncritical repetitions and generalizations should be strictly avoided. Similarly, reports regarding surpluses of manpower should be based on supportable data. Only those occupations in which shortages or surpluses have a firm trend and are extensive should be mentioned. Occupations should be referred to as indicated by their descriptions and not by Occupational Code Numbers.

IV. Vacancy and Labour Clearing

In this para, the efficiency of Vacancy and Labour Clearing and any special problems encountered and the action taken to meet them should be recorded. Mere figures are not required, but major results and the figures pertaining to vacancies filled through circulation and the number of local applicants placed against circulated vacancies may be given.

V. Details of Penetration into New Fields etc.

Material useful for publicity or placings which indicate penetration into new fields of work should be recorded.

VI. Appreciation of Work done for special Types of applicants Vacancies.

- a) Professional and executive standard applicants, including overseas

scholars:- In this para, placings in jobs carrying a basic pay of Rs. 1400(pre-revised) p.m. and above should be mentioned and the exact pay stated in each case. Details of any particular difficulty encountered or any other point of interest with regard to this category should be given.

b) **Displaced persons:-** the report under this item should be in two parts:-

- i. Displaced persons (including new migrants from erstwhile East Pakistan); and
- ii. Repatriates from Burma and Sri Lanka. In each part, detailed comments on the progress made during the month in their resettlement, and difficulties, if any, experienced should be given. It is desired to draw attention to major fluctuations of figures, all relevant figures corresponding to those given in E.S. Returns should be quoted and analysed.

c) **Discharged government employees:-** Information should be given under 3 heads:-

- i. Discharged Central Government Employees;
- ii. Discharged State government Employees;
- iii. Ex-service personnel.

The progress made in their employment and the difficulties experienced, if any, should be given. Information in respect of Ex-serviceman against unreserved and priority vacancies should be given on the basis of their secondary Index Cards maintained at the Exchange.

d) **The Armed Forces:** Information regarding recruitment to the Armed forces should be given in this para. Difficulties

encountered in connection with the recruitment of personnel to the Armed Forces should also be mentioned.

e) **Women:-** All important features such as contacts with women's organizations, difficulties in finding employment for women and the action taken to overcome them should be mentioned.

f) **Scheduled Castes/Tribes/OBC:-** The progress made in their employment, difficulties experienced and the action taken to overcome them should be given in this para. The reasons for not submitting suitable applicants against reserved vacancies should also be mentioned.

g) **Physically handicapped persons:-** Detailed comments on the progress made during the month in the rehabilitation of physically handicapped persons, difficulties experienced in finding employment to them and the action taken to overcome those should be mentioned.

h) **Passed-out trainees:-** Employment officers should report here:-

- 1) The number of employers contacted and institutions visited specifically for the purpose of arranging the absorption of passed out trainees as apprentices or employees with separate figures for each;
- 2) the number of seats obtained for apprenticeship training alongwith the names of the employers, the trades in which and the period for which apprenticeship arranged and the wages or stipends offered by the employers; and
- 3) difficulties, if any, encountered in placing such applicants.

VII Staff Training

A brief account of staff training activities conducted during the month should be given in this para.

VIII Inspection

Separate mention should be made of the various types of inspections and test-checks, if any, carried out at the Exchange and in subordinate offices, during the month and the conclusions recorded. Mention should also be made of the General Inspection/evaluation, if any, conducted by the State Directorate/D.G.E.&T.

IX Conference and Meetings

Mention should be made of meetings of Committees on Employment or other committees and of other resolution passed.

X Action, if any, taken regard to Strike/Lockout Vacancies

The name of the establishment in which the strike or lockout was declared, the date of commencement, whether and when directions were received from the "Authorised Officer" to consider the strike/lockout, legal/illegal or to make submission and the dates on which submissions were made should be given in this para. The number of strike/lockout vacancies notified, filled, cancelled or remaining outstanding at the end of the month and the number of submissions made and placements effected should also be reported.

XI. Publicity/Public Relations

Any interesting publicity work initiated or carried out and any publicity problem encountered should be reported. The quantity of publicity material received from the D.G.E.&T. or the State Directorate, the use to which it has been put and the reactions to it should be made known.

XII Community Development Activities

Report on work done by R.E.Bx., including recruitment in connection with Community Development Projects in the area.

XIII Special Reports on the Schemes under the Five Year Plans

(a) Employment Market Information Programme:-

(i) Construction and verification of Employers' Register:- Details of work done in connection with construction of the Employers' Register and/or verification of its comprehensiveness and difficulties experienced should be mentioned here.

(ii) Collection of Employment Information:- Report on issue of forms, follow-up, percentage of response etc. with regard to collection of ER-I/ER-II returns. (Figures should be furnished wherever necessary). During the second and subsequent months of a particular quarter, the cumulative percentage of response should be reported. Difficulties experienced in the collection of returns should also be mentioned.

(iii) Vacancies revealed and action taken on them: -

Report on vacancies revealed on ER-I. Returns, shortages reported by employers etc. and the action taken on them with figures, wherever necessary.

(b) Vocational Guidance Programme:-

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- (i) Group guidance Programme: - Comment upon increase or decrease in the number of applicants covered by group guidance, special group guidance programmes and interesting features of group guidance.
- (ii) Individual Guidance Programme:- Comment upon increase or decrease in the number of applicants receiving individual guidance, individual information, guidance at the time of registration etc with illustration of typical problems and advice given; problems of applicants on the Live Register whose cases were reviewed and action taken also be mentioned.
- (iii) Placement activity: - Comment upon rise or fall in different types of placement activities; interesting placements may also be mentioned.
- (iv) Contact and Co-ordination: - Report on contact with educational institutions, employers, voluntary organizations etc. ;and difficulties experienced; work of the district Co-ordination Committee should also be mentioned. Programmes conducted in collaboration with other agencies like Career Exhibition and Career Conference should also be commented upon.

XIV Training Admission

Report on general efforts made to secure and raise training placements in public and private institutions and difficulties experienced.

XV Special Reports, if any, as required from time to time by the State Director.

XVI Any other item of Interest

Summary of the Work done in connection with the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959.

18.3 All Employment Exchanges having EMI Unit should render a quarterly summary of statistics of the work done in connection with the E.Es. (CNV) Act to the State Directorate of the Employment in the format placed at Appendix..... The State Directorate will prepare and issue quarterly reports on the Working of E.Es. (CNV) Act based on the information collected through the quarterly summary of statistics of the work done in connection with the Act from the exchanges. However, these reports will be issued in respect of the quarters ended 30th June, 30th September & 31st of December only and outline for these quarterly reports is at Appendix..... In lieu of the quarterly report for the period ended 31st March, all the State Directorates will prepare and issue an annual review on the Working of E.Es. (CNV) Act and outline for the annual review is at Appendix..... Based on the annual reviews received from the States/UTs the DGE&T will bring out an Annual Review on enforcement of the EE(CNV)Act at the National level.

Statistical Returns – General

18.4 (a) It is through released statistical information that the work of the National Employment Service is, to a large extent, judged by the public. It is, therefore, essential that all returns should be accurate and neatly rendered. All returns should be submitted by the due date so that compilation work may not be delayed at higher levels. The senior most officer in post will be personally responsible for the timely submission of all reports and returns.

(b) All returns have been so designed that Employment Officers can check the accuracy of the information given. These checks (given on the statistical forms) should invariably be applied before dispatch to avoid errors.

(c) While compilation of the returns may be done at lower levels, the senior most officer in post will be personally responsible for their accuracy and will, therefore, himself carry out all the necessary tests – checks.

Various Returns – Instructions for Compiling

18.5 The sources of information, methods, of compilation etc. for the various returns are briefly given below:-

E.S1.1: Registration Placements, submission, Live Register, Vacancies Notified etc. (Monthly)

Sources: Item 1: - Item 8 of ES 1.1 of the previous month.

Item: 1A – Register of Index Cards received on Transfer

Item 2 & 2A: X-63

Item 4 : Live Order Register and Dead Order Register for the month

Item 5 : X -57

Item 6: Register of transferred Index Cards

Item 8 & 8A: Live Register, Rural Live Register

Item 9: L.O.R. and D.O.R. for the month

Item 10 : X –64

E.S. 1.2: Vacancies notified, filled, cancelled, outstanding and number on Live Register by Sex and NCO in respect of Total, Women, SC,ST, OBC and Disabled Persons applicants (Annual).

Sources: Cols .3 to 8 : Live Register of previous year.

Cols .9 to 14: X-64

Cols .15 to 20: L.O.R. and D.O.R.

Cols .21 to 26: L.O.R.

Cols .27 to 32 : L.O.R.

E.S. 1.3 Vacancies notified, filled, cancelled and outstanding by sector (Annual)

Sources: Item 1: Item 6 of the previous return ES 1.3.

Item 1(a) & 2 : X –64

Item 4 & 5 : D.O.R. for the period and L.O.R.

Item 5(a) : X –64

Item 6 : L.O.R.

Item 7(a) : X –64

Item 8 & 9: D.O.R. for the period and L.O.R.

Item 10 : X –64 (Excepting red ink entries).

E.S.1.4 Number of Applicants on Live Register by Age, Sex and Educational levels (Annual).

Sources :	L.R.	Item 2: X –63
E.S. 1.6	Vacancies reported by Establishments as unfilled due to shortage of suitable applicants with reasons thereof (Annual).	Item 3: D.O.R. for the period and L.O.R.
Sources:	ER-1 return for the year.	Item 4: Information to be maintained by the exchange in respect of Index Cards removed from the Live Register
E.S.2.1	Educated applicants (All categories, women, SC/ST, OBC) registered, placed and number on Live Register by educational level (Half Yearly)	Item 5: Live Register
Sources:	Registrations: X –63 Placements: D.O.R. for the period and L.O.R. L.R.: Live Register.	Item 6 D.O.R. for the period and L.O.R.
E.S. 2.2	Trade – wise distribution of Ex-ITI trainees and full term apprentices registered, placed and L.R. by NCO. (Annual).	Part-II Cols. 2 – 4: Cols. 17 – 19 of the previous return E.S. 2.4 Cols. 5 – 7: X –64 Cols. 8 – 10 D.O.R. for the period and L.O.R.
Sources:	Running record of craftsmen holding National Trade Certificate/National apprenticeship certificate, registered at Employment Exchange.	E.S. 2.5 Work done in respect of physically handicapped applicants Registration, Placements, L.R. Reserved Vacancies, Notified, Filled, Cancelled and Out standing etc. (Half year)
E.S. 2.4	Work done in respect of Scheduled Caste/Scheduled Tribe/OBC applicants Registration, Placement, L.R. ,Submission, Reserved Vacancies, Notified, Filled and outstanding etc. (Half Yearly).	Sources: Item 1: Col.5 of the previous Return E.S. 2.5 Item 2: X –63 Item 3: D.O.R. for the period and L.O.R. Item 4 : Information to be maintained in respect of applicants removed from L.R.
Sources:	Item 1: Total of Item 5 of the previous Return E.S. 2.4	Item 5 : Live Register

	Item 6 : L.O.R. and D.O.R. for the Half Year.		Item 8: Visitors book maintained in the Career Information Room.
	Item 7: Col. 9 of previous return E.S. 2.5		Items 9 & 10: V.G. 67
	Item 8: X –64, D.O.R. for the period and L.O.R.		Items 11: V.G. 1
	Item 9: L.O.R.		Items 7: V.G. 66
E.S.2.6	Work done in respect of displaced persons (migrants from East Pakistan and repatriates from Burma and Sri Lanka) (Annual).		Items 12 & 13: Contact diary maintained by the Officer.
Sources:	Item 1 : Col. 5 of the previous Return E.S. 2.6.	E.S. 2.3	Work done by Employment Exchanges in respect of Minority Communities (Half yearly).
	Item 2: X –63.	Sources:	Item 1: Items 5 of E.S. 2.3 of the previous Half Yearly return.
	Item 3 & 6: D.O.R. for the period and L.O.R.		Item 2: X –63.
	Item 4: Information to be maintained by the Exchange in respect of Index Cards removed from the Live Register.		Item 3: Live Order Register and Dead Order Register for the Half Year.
E.S. 3	Work done in respect of Vocational Guidance and Employment Counselling programme category-wise (Total all category, SC, ST, OBC, PH & Women) (Quarterly)		Item 4 : X –57.
Sources:	Item 1: V.G. 63		Item 5: L.R.
	Item 2: V.G. 68		Item 6: L.O.R. and D.O.R. for the Half Year.
	Item 3: V.G. 64		Note: Item (1+2) – Item (3+4) = Item 5
	Item 5 & 6 : V.G. 66	E.S. 2.7	Promotion of Self Employment in rural and urban areas (Half Yearly).
		Sources:	A. Rural
			Item 1 : Item 5 of E.S 2.7 of the previous Half Yearly, return.

Item 2: X –63.

Item 3: Live Order Register and Dead order register for the Half Year.

Item 4 : X –57.

Item 5: L.R.

Item 6 :L.O.R. and D.O.R. for the Half Year.

Item 7 : Information to be maintained.

B. URBAN

Item 1 : Items 5 of E.S 2.7 of the previous Half Yearly return.

Item 2 : X –63.

Item 3: Live order Register and Dead Order Register for the Half Year.

Item 4 : X –57.

Item 5 : L.R.

Item 6 :L.O.R. and D.O.R. for the Half Yearl.

Item 7 – Information to be maintained.

entered on each return (including nil returns). One copy of the return should be despatched to the D.G.E & T. (Statistical Section), one copy to the State Directorate and one copy retained for office use. Sub-offices should forward one copy of each return to the parent Exchange also.

(b) It is imperative that the returns should be rendered by the Exchanges on the due dates. A time-table of the returns is given in Volume II, Appendix I (23).

Nil Returns

18.6 If no figures are to be given in respect of any of the returns, a separate NIL Return should be rendered in lieu of each such return.

Despatch of Returns

18.7 (a) The name of the Exchange and period covered should be prominently

**NESM
VOLUME-I**

PART II

**EMPLOYMENT
MARKET
INFORMATION**

CHAPTER- I INTRODUCTION

1.1 Employment exchanges are responsible for collecting regularly information about employment in the Private Sector as well as in the Public Sector. This is being done by what is known as 'establishment reporting' system. Under this system, all establishments in the Public Sector and selected establishments in the Private Sector engaged in non-agricultural activities are required to furnish regularly details about the number of persons they are employing, vacancies that have occurred therein and the type of persons they find to be in short supply. The information is collected from all establishments in Public Sector and those employing 25 or more persons in the Private Sector under the provisions of the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959 which has made it obligatory on them to render to the local Employment Exchange employment and Occupational returns prescribed under the Employment Exchanges (Compulsory Notification of Vacancies) Rules, 1960. Information from smaller establishments employing 10-24 persons in the Private Sector is, however, collected on voluntary basis.

1.2 As employment information is collected on an 'establishment reporting system' the information relates only to employers and employees but not to independent workers or unpaid family workers. Employers include owners, proprietors, managers, working partners or directors of firms who work full-time for the firm. Employees include piece-rated workers but not part-time workers.

1.3 The purpose in obtaining the information from employers is three-fold. First to give Employment Officers more facts to enable them to decide more accurately the type of personnel who are in

short supply. This is essential in order to decide what type of vocational training courses are to be provided. Secondly, to provide information which is needed to improve and add to the services offered by the Employment Service (such as giving advice about employment prospects to those leaving schools and colleges and details about employment opportunities to persons seeking work). Employers too will be able to call on the Employment Service for more reliable information about the employment market in an area. Thirdly, to provide a method by which to measure continuously changes in the level of employment in an Employment Exchange area or other areas constituting a specific employment market. The data are also needed to watch the progress of the Five Year Plans in creating more employment. The information is also required for other planning and administrative purpose both at State and National levels.

1.4 The employment Exchanges are called upon to play a greater and more important role in the study of the employment markets of the country. The term 'employment market' is used to refer to an area having a concentration of economic activity for which the labour force is habitually drawn from persons living in the area. Since the unit of analysis is a local area, the Employment Service comprising of a net work of Employment Exchanges is in a unique position to analyse local employment market situation. By virtue of their being in close contact with the employers in the area, Employment Exchanges are in an advantageous position to collect the required information from them which is to be studied in conjunction with the information gleaned from the day-to-day operations at the Exchange. For the above reasons, they can make a more qualitative analysis of the employment

market situation. The success of this programme depends very much on the energy, persistence and intelligence with which this work is carried out at the Employment Exchanges level. It is essential too for the information gathered to be fully used by the Employment Officers in their day-to-day work. These procedures will be an integral part of the overall Employment Exchange procedure.

1.5 The State Employment Market Information (SEMI Unit) set up at each State headquarters are responsible for the development of the programme in the State. They ensure that the objectives of the scheme are achieved and that full use is made of the data collected. The functions of the SEMI Unit include the establishment and maintenance of supplementary procedures for the collection of employment information agreed to by the Central and State Governments; establishment of close liaison and working arrangements with all other agencies in the State concerned with manpower planning, employment and unemployment; presenting the manpower and employment point of view to all departments of the State Government concerned with planning and development; supervision of the collection of employment data by Employment Exchanges; scrutiny of the area reports published by Exchanges and preparation of material for, publication at the State level.

1.6 The programme is organised and developed at the three levels:-

(i) At employment exchanges, where issue of questionnaires and collection of returns from employers/ establishments in the Private and Public Sectors are done. Local scrutiny of returns received and their tabulation as also analysis and interpretation of the data and reporting on area basis are

done at this level. A copy of the tabulated data is sent to the SEMI Unit also. (Occupational returns are however, provided to the SEMI Unit after local scrutiny has been done at the Exchanges).

(ii) At the SEMI Unit, where examination and study of the tabulated data and reports received from the Exchanges are made and State-wise reports prepared. Consolidated data for the State as a whole are also forwarded by the SEMI Unit to the national headquarters (DGE&T). The employment coverage as well as other technical aspects of the programme are also examined by the SEMI Unit. The Occupational returns received from the Exchanges are forwarded to the DGE&T, after necessary scrutiny.

(iii) At the DGE&T, where State-wise tabulations received from SEMI Units are consolidated and examined and all India reports prepared, tabulation of information contained in the occupational returns as is necessary is undertaken. All India Occupational-cum-Educational report is prepared at the DGE&T.

1.7 The need for regular flow of employment information cannot be over-emphasized particularly when a major problem of unemployment and imbalances of labour supply and demand have to be tackled from various angles. The Employment Market Information can be put to various uses. The uses are broadly, two-fold; internal uses within the Employment Service, and external uses outside the Employment Service.

(a) INTERNAL USES:

In placement to obtain knowledge of vacancies and the pattern of employment in different industries to promote contact with

employers with a view to meeting their manpower requirements and to assess the absorption of applicants seeking work;

(1) In evaluating the extent to which the Employment Exchange operations are influencing the employment market (viz. Degree of penetration in employment market);

(2) In identifying and classifying employment market areas; and

(3) In matters relating to organisation and management of the Employment Service (viz. Staffing , location of Exchanges etc.)

(b) EXTERNAL USES:

(1) In Economic Development: To make an assessment of manpower requirements of professional, technical, scientific and skilled workers, and the employment opportunities likely to be generated as well as the progress made in creating employment opportunities, and reducing the incidence of unemployment;

(2) In Vocational Guidance: The information is valuable for educational authorities in providing young persons with information about employment opportunities and careers over a wide range of occupations and industries;

(3) In Vocational Training: Employment Market data are of use for training authorities in planning training programmes according to present and future needs;

(4) In fields such as labour welfare, industrial relations, social security, etc. In these fields knowledge of employment, unemployment, size of labour force, etc., is

necessary for planning various welfare programmes;

(5) Other miscellaneous uses: Such as in calculation of national income, town planning etc.

CHAPTER-II

CONSTRUCTION OF EMPLOYERS' REGISTER

GENERAL FEATURES OF THE REGISTER

2.1 A comprehensive frame of employers, from whom information has to be collected is a pre-requisite of E.M.I. enquiries. The first step in the programme for collection of Employment Market Information is, therefore, to construct a comprehensive register of employers both in the public and private sectors in the Exchange area from whom information has to be called for.

(a) PUBLIC SECTOR

(i) In the Public Sector, employment information is obtained from all Central and State Government establishments, Quasi Government establishments (both under Central and State Governments) and Local Bodies. Initially, a list of all establishments should be prepared separately for each division of the public sector i.e. Central Government, State Government, Quasi-Government and Local Bodies which should be further examined to decide the unit of formation from which it will be convenient to collect the information. In regard to Central and State Government, it will be convenient to prepare the list of establishments under various departments. The level at which the information is to be obtained depends upon the instructions issued by the various authorities to their subordinate offices and to the convenience of the employing authorities to render the required information. After deciding the employing establishments which should be addressed, EM-1

envelopes { see Vol. II, Appendix 1 (3)} should be prepared for each of the establishments, which taken together constitute the Employer's Register. Exchanges are required to ensure that the Employer's Register is comprehensive. The completeness of the Employers' Register depends not only on the list of departments/ Offices included in it but also on the inclusion of information in the returns relating to all subordinate formations. Thus there should be no uncertainty about the level at which information is to be collected by different Exchanges in the same State. The following action should be taken in this regard.

- (ii) **At the SEMI Unit** – Organisational charts should be prepared separately for each department. Such charts should be cyclostyled and copies of the State wise set up of the departments should be sent to all Exchanges, indicating clearly the office which should be approached by the Exchanges for information. It should also be indicated as to which of the subordinate offices are included in the consolidated returns to be obtained from that office so that there may not be any duplication or omission.
- (iii) **At the Employment Exchange** – If a headquarters office rendering a single return is required to include the staff employed in its several subordinate offices, the same should be indicated clearly on (i) the organisational chart of the department concerned, (ii) the E.M.I. envelope of the head office, and (iii) the questionnaires when

they are sent to the employers for completion, every time.

- (iv) In some cases, it may happen that the return rendered by a headquarters office is inclusive of staff employed in all or some of the subordinate offices located in an area served by another Employment Exchange i.e. other than that serving the headquarters office. In such cases, following action should be taken.
- (v) **At the Exchange** which serves the headquarters office and where E.M.I. envelope is maintained – A note should be made on the top of the E.M.I. envelope to indicate the subordinate establishments in other Exchange area(s) which are covered by the return rendered, showing also the Exchange concerned. This should be recorded on EM-2 [see Vol. II, Appendix 1 (1)] in the remarks column as appropriate.
- (vi) **At Exchange(s)** in whose area the subordinate units when are covered by the headquarters office are located – In regard to subordinate units located in the area of the exchange which are not required to render the returns, as they are already covered by the returns rendered by their headquarters office located in the same or another Exchange area, a red ink entry should be made on EM-2. This will indicate that an EM-1 envelope is prepared for the establishments by the local exchange for the reason mentioned above.

(b) PRIVATE SECTOR

In the private sector, only employers in the non-agricultural sector are covered. However, plantations are also included within the scope of the programme. As it may not be possible to cover all employers with the limited resources available only those employing 10 or more persons have been brought under the purview of the programme. A list should be prepared showing separately (i) those employing 25 or more persons i.e. those covered under the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959 [see Vol. III Appendix-I (1)] and plantation establishments; and (ii) those employing 10-24 persons. EM-1 envelopes will invariably be prepared for both categories of employers mentioned above. Information will be collected at quarterly intervals from establishments at (i) and (ii) above i.e. employing 10 or more persons. In the metropolitan cities of Mumbai and Kolkata etc., however, the above rule regarding the minimum size of the establishment to be included in the Employers' Register has been modified in view of administrative difficulties in covering the large number of establishments in these cities. Suitable instructions have been issued separately in this behalf.

(c) PURPOSE OF EMPLOYERS' REGISTER

The purpose of the Employers' Register is to provide a master register of all employers of consequence in the area and to serve as a basic record for sending out questionnaires and recording important details of employment in the establishment. The register is to be reviewed systematically in the manner prescribed in para 2.23 to 2.25 hereinafter every quarter to ensure that it is as accurate and comprehensive as possible. It should be kept up-to-date by the addition

of new firms and public service organisations as they open or move into the area. Establishments that close or move out of the area should be deleted from register. When an establishment is shifted from one area to another, the EM-1 envelope relating to the establishment should invariably be transferred to the appropriate Employment Exchange.

Principals To Be Followed In Constructing Employer's Register In The Private Sector.

2.2 When carrying out the detailed procedures for the construction of the register as indicated in the succeeding paragraphs, the following principles and objectives should be clearly borne in mind and used as a guide in setting points of doubt that may arise concerning a particular establishment:-

(a) that the register of employers which is to be set up is intended to be a comprehensive register of all private employers who employ 10 (or other specified number) or more workers in the area. The purpose in setting up such an exhaustive register is to ensure that the Employment Exchange is aware of the establishments in its area and is able to collect information from them that will show accurately the distribution by industries and services as well as by occupations of a large proportion of the wage and salary earning labour force in its territory.

(b) that establishments should not be asked to submit consolidated information relating to a number of their subordinate units unless:-

- (i) they are not covered by the Employment Exchanges (Compulsory Notification of

Vacancies) Act, 1959 and they are likely to do this work as quickly as it would be done by each individual unit; and

- (ii) their subordinate units are all within the Exchange area.

Exceptions to this principal of not submitting consolidated returns vide (b) above will be :-

- 1) Those units in an area which have no personnel records and are unable to give local staff strength figures. In these cases, it may be necessary to ascertain whether the controlling and record keeping authority is able to give a break-up by Exchange areas. In default of this, figures have to be accepted which cover staff employed in more than one Exchange area;

- 2) Certain establishments under the control of one authority in an area where its subsidiary unit may be employing less than 10 (or other specified number) staff per unit but which when put together exceed this figure.

(c) that each establishment treated as a separate employer should be clearly classifiable under one and only one of the Industrial Classification Code numbers.

(d) that each establishment treated as a separate employing unit can clearly be allocated to a new Exchange area should the Employment Exchange net-work be expanded.

2.3 Similar action as indicated in para 2.1(a)(v) should be taken in regard to establishments whose returns include employment in subsidiary units and as

indicated in para 2.1(a)(vi) in regard to establishments which are not required to render returns as their employment data are consolidated by the unit at the headquarters.

2.4 Illustrations of how the above principles apply to various types of employers are given in following paragraphs:-

The criterion for determining an “employing unit” is that it should be an “establishment with a separate legal or traditionally accepted identity under the control of a single authority at one address”. Branches of the same establishment situated at different addresses in an Employment Exchange area should be regarded as separate employing units. However, in the case of non-Act establishments this principle may be relaxed if the controlling establishment wishes to render a consolidated return in respect of all its employing units. In certain cases, there may be an Exchange area a number of small units some or all of which employ less than 10 persons but controlled by one authority. In order not to lose the benefit of data from an establishment which in effect provides employment to more than 10 persons in an Exchange area, it should be advisable to identify the controlling unit and to regard it together with its small employing units as one establishment. This is an illustration of the exceptions referred to in paragraph 2.2 (b) above. Specific examples of the treatment to be accorded to concerns in Private sector are given below:-

(a) Plantation- Each plantation (or a group of plantation under the same management in a district) should be treated as one employing unit.

(b) Mines and Quarries- Each mine (or group of mines under the same management

in a district) should be treated as one employing unit. Similar treatment should be accorded to quarries.

(c) Manufacturing Establishments- A factory with a godown, accounts and sales departments and the administrative office all located at the same address, will constitute one employing unit. Where a factory on the one hand and the administrative Office and sales organisation on the other (including travelling salesmen who work for that office) are not located at the same address, they should be treated as separate employing units unless the management renders consolidated returns. Where there are more than one factories located at the same address with separate legal or well accepted identity each factory should be treated as one employing unit.

(d) Private Contractors in Construction.
– A class I or II contractor on the PWD approved list, who has a recognised place of business in the Exchange area should be regarded as one employing unit, irrespective of the number of sites or contracts he is working on in that area and whether he is a principal or sub-contractor. Where a contractor or a sub-contractor has no recognised place of business located in the Exchange area, each site or contract on which 10 or more persons of all types are engaged (i.e. directly or indirectly paid workers both under principal and sub-contractors) should constitute an employing unit under the name of the principal contractor. It may so happen that the principal contractor of a site may not have a recognised place of business in the Exchange area whereas one of the sub-contractors working there may already have been identified as an employing unit in respect of their activities in the whole of exchange area. Where such circumstances

exist, a site which has necessarily been treated as an employing unit under the name of the principal contractor should not include the establishment of any sub-contractor who is providing the consolidated information for the exchange area. If at a site, the principal contractor is unable to give data about the staff of a sub-contractor (e.g. electrical or plumbing installation) and the sub-contractor is not one who is rendering consolidated returns for the area, then that sub-contractor should be treated as a separate employing unit in respect of that site.

(e) Banks- Each branch of a bank should be treated as a separate employing unit, unless the controlling authority of the Bank for the Exchange area renders a consolidated return in respect of some or all of its branches in the Exchange area. The same procedure should be followed in respect of Private insurance companies.

(f) Trading Establishments- A Wholesale trading establishment with a subsidiary manufacturing or servicing activity at the same address should be treated as one employing unit. The owner of a number of petrol pumping stations in an Exchange area, each employing less than 10 persons should be regarded as a single employing unit in respect of these establishments. This is an exceptional type of case to be included in the register in order not to lose the benefit of data about an employer whose staff exceeds 10 but is scattered in small units throughout the Exchange area.

(g) Co-operatives- A private cooperative organisation having more than 10 members should not be treated as an employing Unit. Only when the staff employed in a

cooperative organisation is 10 or more, it should be considered as an employing unit.

(h) Transport- A transport concern with a depot and maintenance workshop at one place constitutes one employing unit.

(i) Educational Institutions- An institution aided or unaided, employing 10 or more staff should be treated as one employing unit. If, however, a number of schools/colleges each employing less than 10 persons, but all under one management, exist in an Exchange area, they together constitute one employing unit.

(j) Medical Establishments- Private Hospitals and Nursing Homes employing 10 or more persons, constitute one employing unit.

(k) Cinemas - Each cinema constitute one employing unit. The same principle should apply in the case of a number of cinemas employing small numbers but under one management as in the case of educational institutions.

(l) Hotels and Restaurants- Each Hotel and Restaurant employing 10 or more workers constitute one employing unit. An owner of more than one restaurant at several addresses in the same locality which together employ 10 or more persons should constitute one employing unit. [This is another example of the type of scattered establishments referred to in para 2.2. (b) above].

(m) Establishments of Foreign Governments, International Agencies etc.- These should not be included in the Employers' Register .

Principles to be followed in constructing Employers' Register in the Public Sector.

2.5 In the public Sector, however, it may not always be possible to divide employing units in such a way as to avoid overlapping between two or more adjacent Exchange areas, as the jurisdiction of certain offices and establishments particularly under the Central Government (e.g., Railways, Posts and Telegraphs) extends over more than one Exchange area or might not correspond to that of revenue districts. The following are some of the principles governing the identification of reporting units and collection of information in the public sector:-

(a) Central Government Establishments -Information should be collected from all establishments in the Central Government except Indian Missions, Trade Officers, etc., abroad. In certain cases however, it will not be possible to collect returns from all establishments. For instance, there may be certain establishments who have a number of subordinate offices distributed in more than one exchange area. The unit to be included in the Employers' register in these cases should be determined generally on the basis of administrative and practical considerations and with reference to the instructions issued by the Ministries/Departments to their subordinate offices. Specific examples of how Central Government establishments should be treated are given below:-

(i) Defence Establishments Employing Civilians.—An Ordnance Factory or Depot located at one address should normally be regarded as one employing Unit. A number of Ordnance Depots or subsidiary Workshops scattered throughout a

district may be treated as one unit only, if they have the same Industrial Classification Code number and a consolidated return can be readily obtained. A Military Hospital should constitute a separate employing unit. A Survey Flight I.A.F. should be treated as one employing unit. In case of non-static units of the Army (whether or not served by 56 APO or 99 APO), a consolidated return should be obtained from the Station headquarters i.e. Station headquarters unit will be treated as one employing unit for all non-static units in the district. In all the above cases, the Exchange Operations should only be concerned with the civilian employment in the establishments.

NOTE.—Instructions have been issued by the General Branch, Army Headquarters in their letter No. 18765/Org.7ASO Pers (C) dated the 30th November 1960 that the Army establishments should obtain the forms direct from the Employment Exchange and render the returns prescribed and that the Employment Exchange may supply the requisite forms direct to the Defence establishment in their area.

(ii) Posts and Telegraphs.--- The establishments of Superintendent of Post Offices, Divisional Engineer (Phones/Telegraphs), Superintendent of R.M.S. etc., and others at the divisional level should each constitute one employing unit. The establishments of heads of Circles such as Post Master General, General Manager of Telephone etc. should be regarded as a separate employing unit. Only Exchanges in whose jurisdiction the above offices are situated, should maintain EM-1

envelopes in respect of them in the Employers' Register.

NOTE:- Instructions have been issued by the P&T Department in their letter No. 2-44-58 (TTS) dated the 25th March, 1958 that the authorities at the divisional level (e.g. Superintendent of Post Offices, Divisional Engineer, Telegraphs, Superintendent, R.M.S. etc.) are required to render returns in respect of staff employed under them.

- (iii) Establishments under the Central Board of Direct Taxes and Central Board of Excise and Customs etc. --- The establishment of the Assistant Commissioner of Income Tax, Assistant Collector of Central Excise and Customs, etc., should each be regarded as an employing unit. The headquarters establishments of the Commissioner of Income Tax or other heads of Departments, should be treated as separate employing units. Only Exchanges in whose jurisdiction the above offices are situated, should maintain EM-1 envelopes in respect of them in the Employers' Register.

NOTE: - Instructions have been issued by the Ministry of Finance (Deptt. Of Revenue) vide their letter No. 10/1/58 Co-ord (205) dated the 23rd April, 1958 that the establishments will render the employment returns direct to the local Employment Exchanges concerned.

- (iv) Defence Accounts.-- The establishment under a Controller/Joint Controller of Defence Accounts should constitute one employing unit. The headquarters establishments of the Controller General of Defence

Accounts should be treated as separate employing unit.

NOTE—Instructions have been issued by the Controller General of Defence Accounts in his letter No. 9480/AN/D dated 24th April, 1963 that the Controller/Joint Controller of Defence Accounts will be rendering a consolidated return in respect of staff employed in their main office as well as in various sub-offices under them to the Employment Exchanges in whose area the main office of Controller/Joint Controller is situated.

- (v) Railways: -The establishment under a Divisional Superintendent or District (Railways) Officer, a Railway Workshop Factory/Project should each constitute one employing unit. The headquarters establishment of the General Manager of each railway should be treated as a separate employing unit. Only Exchanges in whose jurisdiction the above offices are located should maintain EM-I envelopes in respect of them in the Employer's Register. For the sake of uniformity, all Railway establishments including workshops, factories etc. should be allotted the same Industrial Classification Code number.

NOTE:- Instructions have been issued by the Ministry of Railways (Railway Board) vide their letter No. E(NG)/58/RCI/43 dated the 30th April, 1958, that the Railway establishments will render the employment returns in respect of staff employed in each Division/District, workshop, etc. to the local Employment Exchange.

- (vi) C.P.W.D. -- Each individual establishment of an Executive Engineer or an Assistant Engineer (D.D.O.) located in a district should be regarded as one employing unit. A distinction should be made between Roads and Buildings, Horticulture and Electrical branches where these are under separate Executive Engineers or Assistant Engineers and separate EM-1 envelopes should be maintained in each case.
- (vii) Other Central Government Establishments:- Each establishment constitute a separate employing unit (unless instructions are issued otherwise subsequently) e.g. All India Radio Station, Meteorological Station etc.
- (b) State Government Establishments: - Normally in a district small or scattered establishments under one Department should be regarded as one employing unit, e.g. offices under the District Agricultural Officer. However, where a controlling office with jurisdiction over more than one district is located in an area, such an establishment should constitute a separate employing unit, e.g., office of the Deputy Director of Agriculture, specific examples of how state Government establishments should be treated are given below:-
- (i) Secretariat. – The Secretariat of each Deptt. constitutes a separate employing unit. Thus the Secretariat of the Home Deptt. should be regarded as one employing unit and the Secretariat of the Health Deptt. should be treated as another employing unit and that of the Education Deptt. should be similarly dealt with.
- (ii) Education: - The establishment of each District Education Officer or Inspector of Schools is a separate employing unit. Each College, high School or other educational institutions under the direct control of the State Govt. should be regarded as one employing unit. If, however, it is possible to obtain readily consolidated information for a group of schools from one source, (e.g. basic schools) such establishments may be grouped together and treated as a single employing unit.
- (iii) Health: -The establishment of a Medical Officer, Malaria Control should be treated as a separate employing unit. Each Hospital should constitute a separate employing unit, but where a District Medical Officer or Civil Surgeon is able to provide readily consolidated information about employed in different Hospitals in the District, these establishments may be grouped together and treated as single employing unit.
- (iv) Public Works Department: - The establishment of an Executive Engineer or an Assistant Engineer located in a district should be regarded as one employing unit. A distinction should be made between (a) Roads and Buildings; (b) Irrigation; and (c) Electrical branches, where these are under separate Executive/ Assistant Engineers.
- (v) Police: - The establishment under a Superintendent of Police in the

District will form one employing unit. Where there is also an establishment of a Deputy Inspector General of Police in the same District, this constitutes a second employing unit.

- (vi) Revenue: - The establishment of a District Collector or District Magistrate or Deputy Commissioner constitutes a separate employing unit. Where there is also an establishment of a Divisional Commissioner in the same district, this constitutes a separate unit. Sometimes it may also be necessary to treat offices at a sub-divisional or taluk level as a separate employing unit, e.g. Tehsildar's Office or sub-Treasury Office, depending on the administrative set up in a district and the convenience in rendering returns.
- (vii) Co-operatives: - Establishment under the control of a District Cooperative Officer/ Registrar in a district form one employing unit.
- (viii) Industries and Commerce: - All establishments in a district under the administrative control of the Director of Industries should be treated as one employing unit. Each individual Training School, Industrial Museum or Emporium will, however, constitute a separate employing unit.
- (ix) Judiciary: - Establishments under the control of the District Judge should be treated as one employing unit.

(c) Municipal Corporation, Municipalities, District Board and other Local Bodies :- Each Municipal Corporation, District Board, Municipality,

Notified Area Committee, etc., should be treated as a separate employing unit. In the case of Corporations and large Municipalities, where a large number of employees can be separately identified as engaged in different activities such as administration, education, engineering, medical and health operations, sanitation and other activities, each such department should be treated as a separate employing unit and the EM-1 envelopes should be allotted the appropriate Industrial Classification Code numbers. But in case of smaller Municipalities, it is not necessary to identify staff employed in different departments and the Municipality should be treated as one employing unit. Schools controlled by a local authority (where staff is appointed by and is accountable to that local authority, e.g. Municipality/ Corporation) need not be regarded as separate employing units and can be included as part of the education department, unless the department decides that a particular school be treated as individual employing unit. Similar treatment should be accorded to hospitals and other medical and health units vis-à-vis the Health Department. In the case of all village Panchayats or Panchayat Boards in the district, the District Panchayat Officer or the concerned administrative authority constitutes the employing unit.

(d) Quasi -Government Organisation:- A Quasi Government organisation is defined as “an organisation or a body which is controlled by the Government i.e. an autonomous organisation whether wholly or substantially financed by Government”. Each unit or units of such establishments in a district should be regarded as an employing unit. Examples are:- the base headquarters of the Indian Airlines Corporation is one employing unit. Similarly each “Station” of the “Corporation” is one

employing unit. Establishments of the State Bank of India in a district together constitute one unit. The Divisional Office of the Life Insurance Corporation constitutes one unit; the returns rendered by the Divisional Office should include all staff employed in the branches/ sub-offices under the Division Zonal Office of the Life Insurance Corporation constitutes a separate employing unit. Establishments of Employees' State Insurance Corporation in a district constitute one employing unit. Similarly establishments of each of the nationalised General Insurance Companies in a district constitute one unit.

Source From Which The Register Should Be Constructed

2.6 The sources of Information from which to construct the Employer's Register often vary between States. Variations are due to the legislations that have been enacted and the records and administrative methods that have been adopted. Within a State, it should normally be possible for all Exchanges to call on similar sources of information even though the records of Primary sources may be located at the State Headquarters or in another Employment Exchange area.

2.7 If the source of primary data is only available at the State Headquarters, the SEMI Unit should be responsible for approaching that source, obtaining details of employers and distributing the information to the Employment Exchanges concerned.

2.8 There are some sources of information which are decentralised to several towns in the State. If the records at any of these towns cover employers in more than one Exchange area, the Employment Exchange serving the town in which the

records are located should be responsible for collecting details about employers and distributing the data to other Employment Exchanges.

2.9 There may be some other cases where at one source of information there are names and addresses covering more than one State. In these circumstances, that Employment Exchange in whose area the source is located is responsible for collecting the names and addresses of the employing unit and sending the details of these establishments outside its Exchange area through its SEMI Unit. The SEMI unit is responsible for despatching the list to other Exchanges or State Directors for transmission to the appropriate Employment Exchange.

2.10 Where details about establishments can only be obtained from the national headquarters, the names and addresses of employing units should be sent to the SEMI unit by the Directorate General of Employment and Training.

2.11 The above considerations should be borne in mind by Employment Officers, while planning the detailed action to construct Employer's Register for their area.

2.12 The various sources to be used in building up the Employer's Register are given below. Supplementary instructions will be issued by the SEMI Units where it is considered necessary to vary or amplify the sources or procedure.

PUBLIC SECTOR

(a) Central Government Establishments - Establishments under the Central Government may be identified on the basis of local knowledge. List of such establishments maintained by the District

Treasury/Reserve Bank of India/ State Bank of India should be obtained and utilised for constructing the register. EM-1 envelopes should be prepared for employing units in accordance with the instructions issued by Ministries regarding rendition of employment returns. The DGE&T may also provide through the SEMI unit lists of Central Government establishments in the Exchange area, where found necessary.

(b) State Government Establishments.—The SEMI Unit may obtain the names and addresses of employing units from the State Government Departments concerned and send the details to each of the Exchanges. At the Exchanges, local knowledge should be used to ensure that the principles enunciated in para 2.5 (b) are adhered to in its area. The District Treasury which is maintaining a complete list of all offices in the district should be consulted as a primary source of information.

(c) Corporations, Municipalities and other Local Bodies—The Employment Exchange should obtain details about employing units from the Establishment Officer, Municipal Commissioner, Executive Officer or the Secretary of a Local Body, as appropriate. In the Case of Panchayats, the District Panchayat Officer should be consulted. Care should be taken to get the most practicable division by departments in case of large establishments.

(d) Quasi-Government Organisations—The Directorate General of Employment and Training may collect the addresses of the establishments under the administrative control of the Central Government Ministries and send details to Employment Exchanges through the EEMI Unit. The EEMI Unit may be responsible for identifying and obtaining the addresses of Quasi-Government Organisations under the

control of the State Government and supply the same to the concerned Exchanges.

NOTE:- Employer's Register of the public sector should be systematically reviewed once a quarter and brought up-to-date referring to the source from which the register was constructed.

PRIVATE SECTOR

(e) Establishments registered under the Factories Act, 1948.

- (i) The registers of the Inspector of Factories should be used in preparing lists of employers.
- (ii) Where no decentralised factory registers are available, the state register of factories should be used.

NOTE:- These registers may include some establishments in the Public Sector which have already been identified through the sources referred to in (a) to (d) above. Care should, therefore, be taken to avoid duplication.

(f) Establishments Registered under the Shops and Establishments Act, Weekly Holidays Act, etc.

- (i) Local (i.e. Municipal or Divisional) registers of shops and establishments are available in some localities.
- (ii) Where no registers or similar records are maintained the officers responsible for shops inspection (e.g. Shop Inspector) should be able to provide some details from their day-to-day knowledge of the localities.

NOTE-- The scope of shops and establishments legislation vary both as to the type of establishments covered, the size of the unit and according to location. Usually, establishments of a reasonable size located in Corporation and Municipal areas and of the following categories, e.g. Shops, Hotels, Restaurants, Cinemas, Theatres, Financial, Commercial and Transport concerns are identifiable.

(g) Mines—The record of the local Mines Inspector or State Mines Department should be used.

(h) Plantation—The records of the plantation Inspectors or State Labour Department should be used.

(i) Construction Contractors.

(ii) The list of Contractors approved for PWD, Irrigation Department/MES/ Railways contractors should be used. Where this is found not to be comprehensive or available for a locality, the records of the Public Works Departments etc. should be referred.

(iii) Association of local construction contractors should also be referred to for details about their members likely to be employing 10 or more workers.

NOTE.—At present enquiries are confined to private contractors engaged on Government contract for public construction work only. A list of contractors who are currently engaged in public construction activities should be obtained in each quarter from the Executive Engineer or other officers concerned and should be included in the Employer's Register for the quarter and necessary action taken to obtain

employment returns from them. EM-1 envelopes in respect of contractors not currently engaged in public construction work should be kept separately and should be brought back to the Employer's Register as and when they are engaged on such work. Supplementary instructions will be issued by the SEMI Units regarding inclusion of Contractors engaged in Private construction works, if found necessary.

(j) Private Schools.—The records of the District Education Officer or the Divisional/ District Inspector of Schools should be used to prepare a list of Schools etc. in the area.

(k) Private Medical Institutions.—The records of the District Medical Officer or Civil Surgeon should be used to prepare a list of Hospitals, etc. in the area.

2.12 There are also a number of supplementary sources which should be used to verify the accuracy of the register constructed from the above sources. References to these and the methods which can be adopted to carry out the checks are given below. These are not necessary exhaustive and SEMI Units and Local Officers should amplify as much as possible from their regional and local knowledge.

(a) Employees' State Insurance Corporation.—All firms brought within the scope of the Employees' State Insurance Act, 1948, should be included in the Employer's Register. A list of firms should be obtained by the SEMI Unit from the Regional Director of the Corporation and if it is found that names on E.S.I.C., list are missing from the newly constructed register at the Employment Exchange, the following should be taken.

(i) Verify that the firm's name does not in fact appear on the Factory

Inspectors Register (i.e. that it has not merely been omitted from the extract taken from the register). It may be found, for example, that there is just a slight discrepancy only in the name of the firm and not in the address. Where, however, it is clear that the E.S.I.C. records contain a firm that is not in the Factory Inspectors Register, the SEMI Unit should, in consultation with the Chief Inspector of Factories and the Regional Director, Employees' State Insurance Corporation, establish whether it is a 'live concern which merits inclusion in Employer's Register.

- (ii) Only in exceptional cases will a firm within the scope of the Corporation's activities be outside the purview of the Factories Act, 1948. This may occur in the case of factories using power and employing a small number of workers within the meaning of Section 2(1) of the Factories, Act, 1948 (such firms are normally outside the scope of the Factories Act) but whose ancillary staff (i.e. those employees not within, the definition of the Factories Act; for example – sales and some accounting staff) earning Rs. 400 or less per month bring the total staff of the concern to 20 or more. ESIC list and the register of Factories occur, the assumption until proved false, should be that there is an error in the records somewhere. If this cannot be found, then the firm is either closed (ESIC not having been informed) or it is one of the exceptional cases referred to in the preceding paragraph, or had failed to register under the Factories Act, 1948 at the

time the extract from the register was taken.

(b) **Provident Fund Administration—** All establishments covered by the Provident Fund Administration should appear in the newly constructed register. A straight forward comparison should, therefore, be made and discrepancies reconciled in a way similar to that in (a) above. It should be noted that where the Provident Act has been implemented, it will generally cover firms employing 20 or more workers in the specified industries.

(c) **Register of Joint Stock Companies—**A good proportion of the registered companies should appear in the Employer's Register. The SEMI Unit should identify the location of the establishments registered and advice the respective Employment Exchanges. The Employment Exchange should ascertain whether or not an EM-1 envelope has been raised. If not, it should be determined whether or not the registered company is of the size that will justify inclusion in the Employer's Register of the area. This procedure for verification of the register will only identify the establishment located at the registered office of the joint stock company. It will not reveal branches or factories located away from the registered office. In some of the large industrial and commercial States, it may be necessary to carry out this verification over many months in view of the large number of establishments registered.

(d) **Sales Tax Administration---** The register of dealers or other records held by the Sales Tax Administration should be examined with a view to selecting a small sample of dealers (about five per cent) to be used as a check against the Employer's Register. The sample should be

representative of the geographical area and each branch of economic activity. Although the administration will usually be decentralised, it will be necessary for the SEMI Unit to arrange the precise methods to be followed in carrying out this check. The general procedure for verifying the register should be as follows:- If no EM-1 envelope in respect of one of the sample test checks selected has been prepared, it should be determined by consultation with the Sales Tax Commissioner and if necessary by a site visit, whether the dealer is likely to be of the size which warrants inclusion in the Employer's Register.

(e) **Labour Commissioner:** - The Records of the employers held by the Labour Commissioner vary according to the State Legislation and administrative methods. An examination of the position should be made by the SEMI Unit in order to ascertain what data about employing units are available and at what level it can be extracted. Likely sources, both primary and for the purpose of checking, are the records maintained by the Minimum Wages Inspectors and Conciliation Officers. It should be ascertained too whether any special records of employers have been obtained during the last year or two in connection with the introduction or extension of legislation or for some ad hoc survey. A full comparison of establishments identified through the Labour Commissioner's records should be made with the Employer's Register.

(f) **Director of Industries:** -- Director of Industries or their counterparts normally have details of small-scale industries (i.e. usually those establishments using power and employing upto 50 workers or not using power and employing upto 100 workers). This source should be examined with a view

to identifying those establishments employing 10 (or other specified number) or more workers. A comparison should then be made with the Employer's Register. District Industries Officers should also be consulted to ensure that the information they have is also used in the Employer's Register.

(g) **Registrar of Co-operative Societies.**—This source should be used to ascertain whether or not there are any cooperative organisations employing 10 (or other specified number) or more staff and if so to verify that they appear on the Employer's Register (Note:- “ Membership” should not be confused with staff employed).

(h) **Director of Statistics**—Director of Statistics should be asked to make available details of employers that their offices or field investigators have on record. Similar comparisons as mentioned in the preceding paragraphs should be made.

(i) **Employers' Associations**—Lists of members should be obtained from all Chambers of Commerce and Employers' Associations in the Employment Exchange area. Where the Association is a State or National Organisation, the approach should be made by the SEMI Unit or the D.G.E. & T. and details of employers passed on to the respective Employment Exchanges. While approaching these organisations, it should be explained to them that the information is required in order to build up a comprehensive register of employers with a view to contacting them later and collecting information about employment. It should be further explained that the purpose of gathering this data is to provide a comprehensive employment information service for use by employers, Government and persons seeking work. This may serve as softening up process and may ensure

satisfactory response from employers when questionnaires are issued to them.

2.14 When the SEMI Unit and officers-in-charge of Employment Exchanges have ascertained on the basis of the instructions in paras 2.6 to 2.12 the precise sources from which the register is to be constructed and the methods of extracting the names and addresses have been worked out for each source, a review of the extent to which those sources provide adequate register should be carried out.

2.15 Firstly, this consists of identifying the sectors where the data available is clearly inadequate. Consideration should then be given to locating hitherto untapped sources to see whether the gaps in information can be filled. Failing this, it is necessary to examine the telephone directories, trade directories, postal lists or municipal street records in order to identify names and addresses that may relate to employers in the sectors concerned.

2.16 If no reasonable progress can be made from these references then a street to street survey should be conducted with a view to identifying industrial and commercial premises that may prima facie employ 10 or more workers or such other figure as may be determined by the SEMI Unit. Street surveys should be carried out in a planned and systematic manner as per instructions contained in para 2.23 to 2.26 below.

Preparation Of Employers Index Envelopes (EM-I) And Book Record Of Employers (EM-2)

2.17 Employers' Index Envelope should be prepared only after finalising the names

of employers/establishments from whom employment returns will be called for. Till then, only lists of employers'/establishments should be maintained. This will avoid wastage of EM-1 envelopes at Employment Exchanges. After finalising the names of the employers, and Employers' Index Envelope (EM-I) should be prepared for each establishment/employing unit, both in the Public and the private sectors. A book record (EM-2) showing the names of the employers/establishments in respect of which EM-1 envelopes are prepared for each establishment/employing unit, both for the private sector and the other for the public sector. In the public sector, the record should be maintained separately for establishments under the Central Government, State Government, Quasi Government and Local Bodies. The names of employers in the Private Sector should be arranged in the book record in alphabetical order. The names of establishments in the Public Sector should be arranged department wise and within each department alphabetically. Each employer in the book record will be given a serial number.

2.18 Entries to be made on the EM-1 envelopes are self explanatory. However, the following points concerning certain items on the EM-1 envelope should be noted:-

Item 1 Serial number of establishment.—The serial number of the establishment as given in the book record of employers (EM-2) should be entered.

Item 2. Sector.—The entry should be either "Central", "State", "Quasi", "Local Body" or "Private". In the case of Quasi-Government establishments, entry should be Quasi (Central) or Quasi (State) as appropriate. In the case of private sector establishments a distinction between Act

and Non-Act establishments should be made by marking the word “Act Estt.” with a rubber stamp on the top of EM-1 envelopes in respect of those establishments which are covered by the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959.

Item 3. ICL No. – The National Industrial Classification Code number of the establishment should be entered in ink, but only after it is known exactly what the establishment makes or does. This will not be ascertainable until the completed questionnaires (referred to in a paragraph 3.1) for the first round of enquiry has been obtained from the establishment. A provisional entry, however, may be made in pencil where some reliable information about the nature of an establishment’s business is known.

Item 4, Name, address, telephone number, district.—These details should be obtained from the primary sources referred to in paras 2.6 to 2.13 including all supplementary instructions issued by the SEMI Unit. Care should be taken to ensure that accurate details are entered here. Mistakes even in letters may entail considerable unproductive work. These details should be checked every time on receipt of returns to ensure that no change in the address of the establishment has taken place.

Item 5. Business(es).—The Principal activity of the establishment should be indicated against this item. In case, the establishment has a subsidiary business also this should be mentioned against (b) of this item. It should, however, be borne in mind that National Industrial Classification Code number of the establishment to be entered in item 3 will relate to its principal activity. This entry should also be completed in ink

after the employment return referred to in paragraph 3.1 has been received and examined. A provisional entry, however, may be made in pencil where some reliable information is available. The remainder of the entries to be made in EM-1 i.e. item 7 “details of employment and vacancies” onwards are the subject of later instructions.

Record Of Contacts With Employers.

2.19 A separate form EM - 1A will be used for recording brief notes on the results of contacts made by Officers (including Junior Employment Officers/Statistical Assistant) of Employment Service with the employer concerned. These notes will refer to date of contact, designation of Officer contacting the employer and brief notes on the contact made. Form EM-1A containing the contact notes will be filed in the EM-1 concerned.

Review Of The Employers’ Register

2.20 Constant review of the register to ensure its accuracy and up-to-date maintenance is essential particularly in view of the fact that omission of any single establishment of consequence from the purview of the EMI enquiry will affect the coverage of employment in the area concerned. This involves:-

- (i) removal of EM-1 envelope in respect of establishments which have closed down. (The establishment should continue to remain on the Employers’ Register until they are close down even though employment in them is reported to be less than 10 in any one quarter).
- (ii) inclusion of EM-I envelopes in respect of new establishments

whose staff has increased to 10 (or other specified number) or more.

2.21 For this purpose, various sources used for building up the employers' Register should be consulted. This ought to be done once a quarter prior to the issue of questionnaires to establishments in private and public sectors. Where it is not possible to review the entire register in the public and private sector during the same quarter, the work may be staggered. One quarter should be devoted exclusively for review of the public sector register and certain dates prescribed for the purpose. Similarly in the remaining three quarters certain dates should be allotted for review of the Employers' Register in the Private Sector pertaining to factories, shops and establishments, banks schools, etc. In this way, the Employers' Register should be brought up to date and the work organised in such a way that the entire cycle of operations is completed in the four quarters. A time-table of work in this regard may be drawn up by the SEMI Unit who are primarily responsible to ensure that the Employers' Register maintained at each Exchange is comprehensive, and up-to-date. Necessary checks should be undertaken by the SEMI Unit Officer during his inspection of EMI work at Exchanges to achieve this purpose.

2.22 In addition to the steps suggested in the foregoing para it should also be the constant endeavour of the staff who are engaged on work concerning the Employers' Register and the collection of returns to observe press advertisements, hoardings, etc. so that the names of firms of importance can be noted and the Employers' Register examined to verify that they have been included in it.

Street Surveys

2.23 A Continuous programme of street surveys should be launched at periodical intervals for making the Employers' Register comprehensive and up-to-date.

Preliminary Action

2.24 The following preliminary action should be taken before launching the street survey in a district:

- (i) **Map of the District.**-- A fairly large map of the district should be procured for obtaining full knowledge of the area and for advance planning.
- (ii) **List of Localities/ Streets/Postal Zones.**—All important cities and towns in a district should be covered under the street survey. List of localities/ postal zones/ streets for each city or town should be prepared to facilitate allocation of work in small segments to various members of staff.
- (iii) **Allocation of duties.**—A book record of localities/ zones/ streets allotted for street survey to various members of staff should be maintained in the performa given below:-

Street Survey Duty Chart

Name of City/Town _____

Sl. No.	Name of Locality/ Postal Zone/Street	Name of staff/ in-charge of Survey	Date of Commencement of Survey	Date of Completion	Remarks
1	2	3	4	5	6

- (iv) Identity Cards.—Field Investigators should be provided with identity cards.
 - (v) Scrutiny of existing Employers' Register.—Before the street survey commences, it would be desirable to consult all available sources prescribed in paras 2.6 to 2.13 and bring the Employers' Register up to date as possible.
 - (vi) Employers' Card (EM-I). – Before the Investigators proceed for work, they may take with them EM-1 envelops that have already been raised. The investigators should verify factual details in respect of these employers during the course of street survey.
- (a) date of commencement and completion of the Survey in the district and whether or not work was completed within stipulated time targets.
 - (b) Number of existing establishments on the Employer's Register and the number of new establishments identified as a result of the street Survey separately for public and private sectors. The number of private establishments should be mentioned according to size of establishments, viz. 10-24 workers and 25 or more workers.
 - (c) Names of cities and towns covered under the street survey.

Operational Details

2.25 (i) Deputing Investigators in pairs.-- In congested streets of a city or big town it would be necessary to depute at least two investigators who should attend to left and right sides of the street respectively.

(ii) Locality-wise Record of Street Survey.—A running record of the street survey should be maintained for each locality/street in the Proforma given in Vol.II Appendix II(I). After the survey has been completed the locality wise record should be got bound; these lists may be preserved for being used during subsequent rounds of surveys and for raising fresh EM-1.

(iii) Follow-up Action.- At the conclusion of the survey operation in a district, a detailed report and the results should be prepared and forwarded to the SEMI Unit. These reports should contain information on the Following points:-

2.26 Peripatetic or moving teams may be raised by State Directors for launching a continuous programme of street surveys. Till the formation of peripatetic teams, SEMI units and Employment Exchanges may take up this work with the existing staff resources.

Documents Used in Collecting Information

3.1 The following documents should be used in the collection of employment and occupational information from employers in the private and public sectors.

ER-I* Employment Return-Quarterly.

ER.II-Occupational Return-biennial

Covering Letters, Reminders, Acknowledgements etc. (Specimen copies of ER-I and ER-II. may be seen in Vol. II, Appendix 1(1).

*Note.-- Returns in form ER-I and ER-II are prescribed under the Employment Exchanges (Compulsory Notification of Vacancies) Rules, 1960 as amended from time to time. These forms are used for collecting information from both Act and Non-Act establishments.

3.2 The Form ER-I is to be used for collection of employment information from establishments in the public and private sectors at quarterly intervals. It seeks for information about (a) the total number of persons (men and women separately) on the pay rolls of the establishments on the last working day of the two consecutive quarters, (b) the number of vacancies occurred during the quarter, number notified to the Exchange, number filled through Employment Exchanges and other sources and number not notified to the Exchange with reasons thereof, and (c) the number of vacancies remaining unfilled at the end of the quarter under report due to shortage of suitable applicants.

3.3 The form ER-II is to be used for collection of occupational and educational

details of employees from both public and private establishments. This occupational return seeks information about the total number of persons, employed at the end of the quarter and classification of employees by occupations (men and women separately) and forecast of vacancies in each occupation during the next calendar year due to retirement, expansion or re-organisation. It also seeks information about the educational /technical and professional qualifications of employees.

3.4 Covering Letters, reminders, acknowledgements, etc.---Suitable covering letters under which form ER-I and ER-II will be issued to public sector establishments, and Act and non-Act establishments in the private sector, reminders for expediting rendition of returns by employers and acknowledgement issued to non-Act establishments in token of having received the returns may be devised locally.

3.5 Information should be collected on the prescribed forms ER-I and ER-II from all employers in the public sector and those employing 10 or more persons in the private sector in respect of whom EM-1 has been prepared. Since these forms have been prescribed under the Employment Exchanges (Compulsory Notification of Vacancies) Rules, 1960 certain modifications may have to be made on them before they are issued to non-Act establishments. While the information about employment exchanges, vacancies and shortages should be collected on form ER-I in every quarter from the employers, occupational and educational details of employees should be collected only once in two years for the quarter ending September on Form ER-II. This return ER-II should be collected in addition to the quarterly

employment return on form ER-I in that particular quarter.

3.6 The Occupational return on form ER-II should be collected from private sector and public sector establishments in alternate years from private sector in odd years (2001, 2003 etc.) and from public Sector in even year (2002, 2004 etc.).

3.7 The details to be collected on the employment returns ER-I are intended to provide information about employment industry-wise and the changes that have occurred in the level of employment during the period. This information is used by employment exchanges, S.E.M.I. Unit and DGE&T for appraising the employment situation in their periodical reports.

3.8 The employment returns are also intended to give Employment Officer better opportunities of identifying the type of persons who are in short supply and to provide more concrete evidence of the relationship between supply and demand for labour in each occupation. This information is also expected to place Employment Officer in a more favourable position in dealing with employers in the private sector.

3.9 These returns also provide information to check whether or not the employers are complying with the provisions of the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959 by notifying all vacancies occurred during the quarter to the Employment Exchange and whether or not changes in employment under them testified the correctness of their statement about vacancies occurred etc.

3.10 The Employment Officers must ensure that intensive efforts to obtain

accurate and comprehensive details are made continuously. They should also ensure that study and use of the data are carried out quickly. It is particularly necessary to take notice of the vacancies reported on ER-I as unfilled by employers due to shortage of personnel. The Employment Officers should offer the services of the Exchange to employers who have reported shortage of manpower provided suitable candidates are available on the Live Register of the Exchange. Where a vacancy in a particular occupation is reported by an employer as unfilled due to shortage of personnel, the Employment Officer should ascertain whether there are any special features that made it so, such as low wages, isolated location or uncongenial conditions. The aim here should be to decide whether or not the occupation is really a shortage occupation especially when considered in relation to what has said by other employers and what is known from the day to day placement operations of the Exchange about supply of and demand for persons in that occupation. Although it is difficult to give a precise and objective definition of 'shortage' the concept given below may be used for guidance in determining a shortage occupation.

“ A shortage exists only when job offering standard conditions of employment and wages remain vacant because of the non-availability of workers possessing the minimum skill qualifications for performing the duties of such jobs, and suitable workers can not be obtained by upgrading workers of lesser skills already employed in the respective establishments”.

3.11 The occupational return ER-II showing the classification of employees by occupations and educational levels and forecast of requirements during the next calendar year provide basic information

about the occupational structure of industries and services and helps in estimating the amount and type of skilled manpower used in the area. This data should be used to examine the changes in the skilled labour force that are occurring and to enable more accurate estimates to be made of the future needs of personnel in various occupations.

3.12 The details obtained through occupational returns also provide essential raw material for the placement and Vocational Guidance Services of the Exchange. Employment Officers must, therefore, make full use of the occupational information collected. This can be done by identifying places where there is scope for skilled personnel, including apprentices. Knowledge of the location and magnitude of vacancies for skilled workers should be used to assist in securing openings for trainees and in making speculative submissions.

3.13 In view of the valuable uses to which the data are put, it is essential that the instructions in the succeeding paras in regard to the collection and possessing of the data are carried out assiduously, accurately and without loss of time.

3.14 All Establishments employing 10 or more persons in the private sector which are not covered by the Employment Exchanges (CNV) Act, 1959 should be sent two copies of form ER-I/ER-II with an appropriate covering letter. It should be mentioned in the letter that the information is required for planning purpose and for developing a reliable employment information service for the benefit of employers and employment seekers. Establishments covered under the EE (CNV) Act, 1959 are required to furnish returns ER-I and ER-II within 30 days from the date of enquiry. In view of this statutory provision, State Directors may decide

whether or not blank forms are to be issued to Act employers depending upon local circumstances.

3.15 Prior to despatch of forms ER-I and ER-II to employers, the following entries should be made on both copies of the form, using rubber stamp, wherever appropriate: -

Form ER-I

- (i) Enter the quarter for which the information is sought.
- (ii) Enter the name and address of the employer at proper place.
- (iii) Enter the nature of business (Principal activity) of the establishment and National Industrial Classification code number.
- (iv) Enter the dates in item I for which the employment data is called for e.g. 30-06-2003 and 30-9-2004 etc.
- (v) If the establishment had rendered the return for the last quarter, enter the employment figures for men, women and total for the last quarter. If the establishment had not submitted the return for the last quarter, then the column may be left blank.
- (vi) Enter the name and address of the Employment Exchanges to which the return should be despatched by the employer.
- (vii) Indicate the serial number of the establishment on ER-I in pencil.
- (viii) “{Vide the Employment Exchanges (CNV) rules, 1960}” given at the top of the form should be deleted in case of Non-Act establishments.
- (ix) Note: “This return shall relateof the quarter concerned” given at the end of the

form should be deleted in case of Non-Act establishments.

- (x) Indicate at the top of the form “Act”, “Non Act, Establishments” with a rubber stamp.

Form ER-II

- (i) Enter the name and address of the employer at the proper place.
- (ii) Enter the nature of business and indicate the National Industrial Classification code number.
- (iii) Enter the name and address of the Employment Exchange to which the return should be despatched by the employer.
- (iv) Indicate the serial number of the establishment in pencil.
- (v) Delete “{Vide the Employment Exchanges (Compulsory Notification of Vacancies) Rules, 1960}” given at the top of the form in case of Non-Act establishments.
- (vi) Indicate at the top of the form “Act” /“Non Act” establishments with a rubber stamp.

3.16 After completing the entries as described above forms ER-I/ER-II should be despatched to employers one week before the date of enquiry. It should be made clear in the covering letter whether the information is being asked for on a voluntary basis (for Non-Act establishments) or the employer is under statutory obligation to furnish the return (for Act Establishments).

Follow –up Action to obtain Returns

Act Establishments

3.17 If the quarterly/biennial return is not received from an establishment by the date prescribed for the purpose i.e. within 30 days of the enquiry, a reminder on form X-87 should be sent to the defaulting employer (both in the private and public sectors). If the return(s) is still not received within 10 days of issue of the first reminder on X-87 a second reminder on form X-89 should be issued. Attention of such employers should be drawn to the provisions of the Employment Exchanges (Compulsory Notification of Vacancies) Rules, 1960 regarding penalty for failure to render returns by the stipulated date. If the prescribed return(s) is not received within a week after the issue of the second reminder as mentioned above the employer should be contacted personally and persuaded to comply with the provisions of Act and returns obtained. Follow-up by personal visits should commence with the larger establishments even without waiting for reminders to be issued. A record of the follow-up visits should be made under item 9 of EM-I.

Non-Act-Establishments

3.18 If no return(s) is received from a Non-Act establishment in the private sector within a fortnight of the date of enquiry, efforts to obtain the completed return(s) should be made as far as possible by personal contact commencing with larger establishments.

3.19 The idea is to collect as many returns as possible for a meaningful analysis of the employment situation in the area. Efforts should, therefore, be made to plan the follow-up action in such a manner that

the collection of returns from both Act and Non-Act establishments is completed within eight weeks from the date of enquiry.

Action on Receipt of Returns from Employers at Exchange –Action on return ER-I

3.20 Immediately on receipt of return ER-I from an employer, the following action should be taken:-

- (i) Enter on the top left hand corner, the date on which return is received. Acknowledge receipt of the return in case of Non-Act establishments.
- (ii) Insert National Industrial Classification Code No. in ink against nature of business (principal activity) of the establishment if it was not done already.
- (iii) Check-up all the details in items 1 to 4 of EM-I with the relevant entries on return ER-I.
- (iv) Enter in appropriate columns (1 to 9) under item 7 of EM-I the number of employees and other details from items 1 and 2 of ER-I.
- (v) The number of persons employed at the end of two quarters as revealed in item 1 of ER-I should be examined by individual establishments and also by industries in order to find out changes in the level of employment in the Exchange area during the period. Reasons should be ascertained from establishments in different industries for any abrupt change in the number of persons employed. This type of information can best be obtained by personal discussions and where returns have to be collected by personal visits, the

opportunity can and should be used to ascertain causes for any abrupt change. Discrepancies, if any, on the returns should be got reconciled by personal contacts or addressing the employer on form X-88, maintain running record as required. A list of running record to be maintained is given in *Vol. II Appendix II (2)*.

Simultaneous tabulation of ER-I Returns

3.21 Before the enquiry relating to a particular quarter is launched, tabulation sheets should be prepared in the proforma given in *Vol. II Appendix II (3)*. In all there will be seven such sheets, one each for establishments under the Central Government, State Government, Quasi-Government (Central), Quasi-Government (State), Local Bodies, Private Sector (Act) and Private Sector (Non-Act). In each sheet, all the establishments pertaining to that particular branch/sector should be recorded N.I.C.-wise in Col. 2, giving their serial numbers as recorded in the Employers Register. Some space should be kept to make out totals of each N.I.Cl.

3.22 As soon as the ER-I Returns start coming, posting should be done simultaneously on the 'Tabulation Sheets'. In case, however, a discrepancy is observed in a particular ER-I return and the clarification is sought from the employer, posting the 'tabulation sheet' should be made in black pencil. But this should not be entered on the EM-I Card until necessary clarification has been obtained. In case of defaulting establishments, figures for the previous quarter should be entered in red pencil.

3.23 After the enquiry relating to the quarter is closed, Industry-wise totals in the tabulation sheets should be worked out. On

the basis of these tabulations, statements should be prepared for analysing employment situation at the Area level and for dispatch to the **SEMI** Unit and **DGE&T** for analysis of employment situation at State and All India levels. Preparation and despatch of these Statements should be completed within nine weeks from the date of enquiry.

3.24 The following EMI Statements in respect of the Public Sector and Private Sector should be forwarded to the **SEMI** Unit: -

A. Public Sector

Sl. No.	State-ment	Subject
1.	1.0	Employment in the Public Sector (Total)
2.	1.1	Employment in the Central Government Establishments.
3.	1.2	Employment in the State Government Establishments.
4.	1.3	Employment in Quasi-Government Establishments (Central)
5.	1.4	Employment in Quasi-Government Establishments (State)
6.	1.5	Employment in the Local Bodies.

B Private Sector

7.	2.0	Employment in the Private Sector (Total)
8.	2.1	Employment in Larger Establishments (Employing 25 or more persons)
9.	2.2	Employment in Smaller Establishments (employing 10 to 24 persons).

Copies of Statements No. 1.0 and 2.0 regarding total employment in the Public Sector and the Private Sector should also be

endorsed to the Directorate General of Employment and Training. The Proforma in which the statements are to be prepared by the Employment Exchanges are given in *NESM Vol. II, Appendix II (4)*.

Completion of Details Regarding Vacancies on EM-I Envelope

3.25 Cols. 10 to 13 under item 7 of the EM-I envelope should be completed with the help of relevant Order Cards on Live/Dead Order Register and with reference to the Vacancy Order Register. The official extracting the information X-2/X-64 for completion of EM-I envelopes should record his initials (with date) on the X-2/X-64.

Change in the Name and Address of Employers

3.26 Whenever any change in the name and address of the establishment has been indicated by the employer in the return received from him, immediate steps should be taken to make necessary amendments in the EM-I envelopes and the book record of employers (EM-2)

Closed Firms/Establishments

3.27 In some cases, form ER-I/ER-II may be returned showing the establishment(s) which responded during the earlier enquiry have closed down. In cases where it is confirmed that a closure has occurred the return should be marked with the entry (closed) inserted in item I and used along with the other returns for tabulation. EM-I envelopes in respect of closed establishments should be cancelled and removed from the Employers' Register. The names of the firms/establishments should

also be removed from the book/record of employers (EM-II).

Establishments on Strike/Lock-out

3.28 If an establishment whose workers have gone on strike or where lockout has been declared does not forward the return ER-I/ER-II, it may be treated as a defaulter and the employment in respect of that establishment estimated on the basis of last available return. The employment so estimated should be used for purposes of tabulation.

Transfer of EM-I envelopes to other Areas

3.29 When an establishment in public or private sector is shifted from one area to another, EM-I envelope relating to that establishment should invariably be transferred to the appropriate Employment Exchange.

Re-Filing of Employers' Register

3.30 After the returns have been received during the first round of enquiry and Industrial Classification code numbers already allotted on EM-I envelopes have been checked and finalised, EM-I envelopes in the Employers' Register should be refiled. EM-I envelopes belonging to the private sector should be refiled alphabetically according to the names of employers within each Industrial Classification group. EM-I envelopes belonging to the public sector should be arranged in four groups viz. (1) Central Government; (2) State Government; (3) Quasi-Government; (separately for Central and State Govt. establishments); and (4) Local Bodies. Within each group, the envelopes should be filed according to National Industrial Classification Code No.

and alphabetically within each N.I.Cl. Group.

Action on Return ER-II

3.31 Immediately on receipt of ER-II returns from employers, the following action should be taken:-

- (i) Enter on the top left hand corner the date on which the return is received.
- (ii) Check the Industry Code number on ER-II and correct where necessary.
- (iii) Check the figures of total employment given against item-I of ER-II with the corresponding figure relating to the same quarter as furnished in item I of ER-I.
- (iv) Check the number of men, women, etc. Also check and ensure that the total given in item 2 corresponds to the total against item I.
- (v) Insert the appropriate Occupational Code Nos. (5-digits) against occupations shown in item 2 of the return. Ensure that there are no ambiguities in the description of the occupations and that all queries and doubts in this regard are settled with the employer. Also insert the appropriate Educational Code Nos., wherever appropriate.

3.32 Any discrepancy or ambiguity in the return should be reconciled by contacting the employer personally, if necessary. Important correspondence in connection with the reconciliation of discrepancy should be filed inside the EM-I envelope. Since the ER-II returns are to be despatched to the **SEMI** Unit and from there to the Directorate General of Employment and Training for tabulation, it should be checked

whether the name of the district has been stamped on the return. It should further be ensured that the endorsement “Act Estt.”. “Non-Act Estt”. ‘Public Sector/Central Government/State Government/ Quasi-Government (State)/Local Body” as necessary has been made on the returns.

Raising a Master Copy of the ER-II

3.33 The EMI Unit should raise a master copy for occupational codes in respect of each establishment, in a proforma given in *Vol. II Appendix II (5)*. This proforma contains addition to code numbers, columns for making entries of employment in subsequent occupational inquiries to be made in a period of 10 years.

3.34 In column I, the description of various occupations as reported by a particular employer should be listed out and in column 2 suitable N.C.O. Code should be allotted. Columns 3,4, and 5 and subsequent columns will include figures on employment for that particular inquiry and these should be entered in ink. In the Subsequent inquiry figures of employment will be recorded under the relevant columns. In case the employer reports any changes in the occupational description of employees in a subsequent inquiry, necessary additions or deletions will be made in the master copy.

3.35 It is absolutely necessary that entries in the first two columns of the master copy are without any mistakes and in case of any doubt the EMI Units could seek the advice of SEMI Unit. The master copy raised by the EMI Units should be maintained as a permanent record and for this purpose separate records should be used for establishments in public and private sectors (within public sector for various branches e.g. Central Government, Quasi-Central Government, State Government, Quasi-State

Government, Local Bodies and in private sector for Act and Non-Act establishments).

3.36 The main advantages of the master copy of the ER-II returns are: -

(i) Although in the initial stage when the master copy is raised, the EMI Units may have to put in extra time and labour; in the long run there will be much saving of time for allotting occupational codes to the ER-II returns as the EMI staff will not have to look back into NCO Book every time.

(ii) There will be no scope for any mistake in allotment of NCO codes, as the same occupational categories as included in the master copy will generally be reported in an establishment in subsequent inquiries. Only to a limited extent, new occupational categories might be reported for which new Codes will have to be allotted by referring to the NCO Book itself.

(iii) The master copy maintained at the EMI Units will also have the figures of employment in columns 3 to 5 for last inquiry, 6 to 8 for 2nd inquiry and so on. During the subsequent inquiries, if any particular establishment does not send returns in time, EMI Units can easily adopt the employment figures of the past inquiry and thus raise ER-II returns for the defaulting establishment. This will obviously improve the coverage of the occupational data.

Despatch of Returns to the SEMI Unit

3.37 In view of the importance of obtaining details about occupational composition of establishments, all out efforts should be made to collect all returns on ER-II within the prescribed time limit. On completion of action as indicated above the returns should be despatched to the

SEMI Unit by the end of 3rd month following the quarter to which the returns relate for scrutiny and further transmission to the Directorate General of Employment and Training.

Action at the SEMI Unit

3.38 The following action should be taken at the SEMI Unit on receipt of (a) Area Statements and (b) return ER-II.

(a) On receipt of Area statements as prescribed in para 3.25 from various Exchanges, they should be examined thoroughly to ensure accuracy. These statements should then be consolidated for the State as a whole for analysing employment situation at the State as a whole for analysing employment situation at the State level. A copy each of the consolidated statements should be despatched to the D.G.E.&T. within 11 weeks from the date of enquiry. A list of consolidated statements to be prepared and despatched by the SEMI Unit to the D.G.E.&T. is given in Vol. II, Appendix II (4).

(b) On receipt of returns ER-II, the following action should be taken at the SEMI Unit: -

(i) Industrial Classification Code Nos. entered by the Exchange against the nature of business (principal activity) and the occupational and educational (wherever applicable) code nos. allotted by the Exchange in item 2 of ER-II should be thoroughly checked and corrected, where necessary. It is the special responsibility of the SEMI Unit to check the returns and reconcile discrepancies, if any, after reference to the Exchange concerned.

(ii) Necessary checks should be made to ensure that the returns belonging to Act establishments and Non-Act establishments have been stamped accordingly and that the name of Exchange has also been stamped on individual returns.

Despatch of Returns ER-II to the D.G.E.&T.

3.39 On completion of action by the SEMI Unit as indicated above, all the returns should be despatched to the Directorate General of Employment and Training in one batch before the end of the sixth month following the quarter to which the returns relate. Before dispatching them to the Directorate General of Employment and Training, all ER-II returns for the State may be serially numbered in red pencil/red ink irrespective of the Exchange to which they belong on the top right hand corner. The information contained in the returns will be tabulated at the Directorate General of Employment and Training and tabulations will be made available to the SEMI Unit where they should be analysed and report on occupational-cum-educational pattern of employees in the public/private sector prepared. No report on occupational pattern of employees need be prepared at area level.

Disclosure of Information

3.40 The information given by an industrial establishment is to be treated as strictly confidential and must not be divulged to any unauthorised person or body. Cases of doubt as to whether it is possible to give any information must be referred to the State headquarters for a decision.

Record of Progress

3.41 Daily running records showing details with regard to the response from employers, vacancies and shortage occupations and other details as contained in *Vol. II, Appendix II (2)* should be maintained in the Exchange. These running records are helpful to keep a watch over the progress of response received from private and public employees and in the preparation of area employment reports.

CHAPTER – IV

PREPARATION OF EMPLOYMENT MARKET REPORTS AND DISSEMINATION OF EMPLOYMENT INFORMATION

Reports and Reviews

4.1 The employment information collected from the individual employers should, after it has been processed in the manner as described in previous Chapters, finally culminate into Employment Market Reports which are to be prepared and issued at various levels. The object of these reports is to bring out precisely the factors responsible for the prevailing employment situation so that whenever necessary timely remedial action could be initiated at the proper level. In other words, the analysis and presentation of the available data should be made in such a way as to make the reports meaningful and action oriented so as to be of use in reviewing the progress made in the implementation of various development programmes.

4.2 On the basis of employment and occupational information collected from the entire public sector and private sector establishments employing 25 or more workers under the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959 and smaller establishments employing 10-24 workers at the area level, the following reports/reviews should be prepared and issued at Area, State and All India levels: -

Name of Report		Periodicity	Level at which to be issued
1.	Employment Market Report	Quarterly	Area level: a) Local: to be issued by Employment Exchanges where studies of the Private sector are in progress.
2.	Employment Market Report	Annual	b) All India Level: to be issued by the D.G.E.&T.
3.	Employment Review (A combined Report for Public and Private Sectors)	Quarterly	
4.	Employment Review (A combined Report for Public and Private Sectors)	Annual	a) State Level : to be issued by the SEMI Units for their respective States. b) All India Level: to be issued by the D.G.E.&T.
5.	Occupational-cum-Educational Pattern of Employees in Public/Private Sector.	Biennial (alternate years for Public and Private Sectors)	a) State Level: to be issued by the SEMI Units for their respective States. b) All India Level: to be issued by the D.G.E.&T.

Area Employment Market Report

4.3 It is the responsibility of the local Employment Officer to prepare Area Employment Market Reports based on the data obtained from returns received from employers, an analysis of Employment Exchange statistics and his intimate knowledge of the local employment situation. The local Employment Officer is in the best position to analyse employment market conditions in his area and to study the causes that are responsible for the changes in the level of employment and unemployment. In the early stages where the programme is just initiated, the SEMI Unit will give necessary guidance and assistance in the preparation of reports. In such areas, an estimate may also be made of the total employment covered by the returns received from employers in the private and public sectors. The total labour force in the employment market area may be estimated on the basis of census data.

4.4 The purpose of the Area Employment Market Report should be to present in a simple form an analysis of the employment trends, unemployment trends, demand for personnel and the imbalances between the supply of and demand for labour leading to shortages or surpluses in specific occupations. The report should not merely be a commentary on the statistical information that has been collected but should present a qualitative analysis of the employment and unemployment situation. The skill of the Employment Officer lies in the manner in which he analyses and interprets the primary data collected from the employers as well as

the data that becomes available as a result of the normal Exchange operations. The inference should be drawn with care and recorded accurately. While some of the materials (e.g. specific reasons for significant changes) needed for making the Area Report more qualitative, will have to be collected by personal contacts with employers/establishments which record substantial increase/decrease in employment, much of it would be known to the Employment Officer through the meetings of the district level committees which he attends and the discussion with employers/employment-seekers in the course of his day-to-day work. While discussing the reasons responsible for variations in the level of employment mention should invariably be made of each industry in which the change was of the order of 100 persons or more of 25 percent or more, whichever is greater. Special mention should be made of the industries in which industrial or commercial establishments in the public and the private sectors exist side by side e.g. banking, insurance, road transport etc. The growth in the two sectors should be separately commented upon in respect of each industry falling in this group.

4.5 It would be seen that the Employment Officer, if he is alert, can gather most of the information required for making the Area Report meaningful, during his visits to or contacts with the employers and other officers in the district as well as employers' and workers' organisations, if any. In other words, the Employment Officer has to develop a manpower vision so that no activity in the district which has an impact on the employment situation of the area escapes his attention. In order

that information and views gathered during discussions and contacts are not lost sight of, it is essential that the Employment Officer should keep a record of these in the form of brief personal notes. These will come in handy while drafting the report.

4.6 While the Quarterly Reports give a critical analysis of the employment and unemployment situation during the quarter, it should be brief and precise. It should be issued within 10 weeks following the quarter to which it relates. The importance of releasing the reports in time cannot be over-emphasised, as the utility of the Area Report depends on how soon it is released to its users. The Quarterly Area Report should be supplemented by a detailed Annual Area Report. The Annual Report should be supplemented by a detailed Annual Area Report. The Annual Report should be issued for the year ending March of each year and should be in lieu of the Quarterly Area Report for that quarter. The Annual Report will be a detailed report indicating the employment and unemployment situation over the year as a whole and will be issued within 14 weeks following March.

4.7 The Area Report should be cyclostyled and issued directly by Exchanges. The SEMI Unit and the D.G.E.&T. to whom copies of the report are sent should critically examine these reports and forward their comments, if any, to the Exchanges. In order that a uniform pattern may be followed in the drafting of reports at all Exchanges, an outline of each of the Quarterly and Annual Area Employment Market Reports is given in Vol. II, Appendix II (6).

Employment Review

4.8 A review of the employment situation should be prepared every quarter at the State as well as at the All India level based on the information collected from public and private sector employers both under the provisions of the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959 and on voluntary basis. The review, should in addition to employment trends, refer to the unemployment situation, area-wise changes in employment, shortage occupations and other matters connected with manpower and employment for the State/Country as a whole. Area-wise/State-wise figures of employment should also be appended to the review as appropriate. The State Review should be issued within 14 weeks from the date of enquiry to which the report relates. An outline of the Employment Review is given in *Vol. II, Appendix II (7)*.

Report on Occupational-cum-Educational Pattern of Employees.

Public Sector

4.9 The report on Occupational-cum-Educational Pattern of Employees in the public sector to be prepared on the basis of occupational returns collected from all establishments in the public sector should analyse the occupational-cum-educational pattern of employees by various branches of the public sector as also by selected industries and services. (The report should also contain a reference to the occupational distribution of women workers in the public sector). It should also analyse the occupations in which vacancies are anticipated to arise

in the next calendar year and should compare occupational pattern with that in the previous enquiry. The report should be issued by the SEMI Units within 14 weeks of the receipt of tabulations from the D.G.E.&T. An outline of the report is given in Vol. II, Appendix II (8).

Private Sector

4.10 The report on occupational-cum-educational pattern of employees in the private sector should be prepared on the basis of occupational returns collected from establishments employing 25 or more persons which are covered under the Employment Exchanges (Compulsory Notification of Vacancies) Act 1959 and from smaller establishments employing 10-24 persons. It should comment on occupational-cum-educational pattern of employees in various industries and services, changes noticed in the occupational and educational patterns since the last report, if any, and occupations in which vacancies are likely to arise in the next calendar year. The occupational analysis in the report should be presented separately for Act and Non-Act establishments. The report should also contain a reference to the occupational distribution of women workers in the private sector. This report should be prepared and issued by the SEMI Units within 14 weeks of the receipt of tabulation from D.G.E.&T. An outline of the report is given Vol. II, Appendix II (8).

Dissemination of Employment Market Information

4.11 It is the responsibility of the Employment Officer to disseminate the

employment market information as revealed by the Area Employment Market Reports amongst the various local authorities concerned with vocational training, vocational guidance and manpower planning. The salient features of the employment situation should also be brought to the notice of applicants registering at the Employment Exchange by placing copies of the Area Reports in waiting halls/occupational information rooms of the Exchange. Copies of the reports should also be placed in the employers' waiting rooms. Copies of the Area Reports should be circulated to important employers in the area. While the detailed Annual Area Report may be circulated to important users only, a summary of the report may be prepared for general issue.

4.12 The main object of these reports should be to create in the local development administration a constant concern with employment and its implications for various development programmes and their implementation. To achieve these objectives, it is necessary that these reports are critically examined and discussed by the District Committee on Employment District Planning Committee or by their Sub-Committees.

4.13 It is the responsibility of SEMI Units to disseminate employment information based on Employment Market Reports prepared at area and State levels among various authorities and institutions at the State level who are likely to make use of the material contained in the reports in planning their programmes. Similarly the D.G.E.&T. is responsible for dissemination of the employment information based on area, State and all India reports among

authorities viz., the Planning Commission and various other policy making agencies of the Union Government who are concerned with manpower planning and administration of vocational and technical training and vocational guidance at the national level. Copies of the area and State reports and other material circulated at area and State level should be sent to the D.G.E.&T.

4.14 Care should be taken at all levels to ensure that the various Employment Market Reports are not only issued in time but are despatched quickly so as to reach the users promptly, for being put to maximum use.

CHAPTER V

IMPLEMENTATION OF THE PROVISIONS OF THE EMPLOYMENT EXCHANGES (COMPULSORY NOTIFICATION OF VACANCIES) ACT, 1959.

Employment Exchanges (CNV) Act, 1959

Enforcement Cell

5.1 With a view to ensuring effective implementation of the provisions of the Employment Exchanges (CNV) Act, 1959, one or more Enforcement Cells should be established in each State. Till such time the Enforcement Cells are created in the States, the SEMI Unit may carry out the functions of the Enforcement Cell also , which are given below:-

- (i) To undertake intensive measures for educating employers about their statutory obligations under the Act;
- (ii) To keep under continuous review issue of notifications under the Act and the Rules made thereunder regarding jurisdiction of Employment Exchanges to whom vacancies are to be notified and returns furnished, delegation of powers regarding access to employers records and sanction of prosecution;
- (iii) to furnish guidelines about issue of 'showcause notices', launching of prosecutions, conduct of cause etc.;
- (iv) to draw time-table of inspection of employers records and review progress from time to time; and
- (v) to inspect employers records and documents when duly authorized to do so.

Inspection of records or Documents of Employers under Section 6 of the

5.2 With a view to ensuring the accuracy and reliability of data furnished by employers on ER-I and ER-II returns, a regular and systematic programme of inspection of employers records or documents in the exercise of powers conferred in section 6 of the EEs CNV Act, 1959 should be undertaken. The procedure to be followed in this respect in broadly indicated below:-

(a) Objectives – The main objective of inspection of employers records and documents are:-

- (i) to educate employers about their obligations under the Act and the details to be furnished in the returns;
- (ii) to check up how far returns have been rendered in time;
- (iii) to verify accuracy of information furnished by employers;
- (iv) to scrutinise whether vacancies falling within the purview of the Act have been notified to local Employment Exchange/Central Employment Exchange; and
- (v) to examine the extent to which Employment Exchange has been successful in meeting the manpower needs of employers.

(b) Approach to be adopted-The approach to be adopted during such inspections should be one of assistance and not of fault finding. If on an inspection, it is found that a certain establishment has contravened the

provisions of the Act or Rules made thereunder or has rendered erroneous information, attempt should first be made to point out the discrepancy on the spot to be followed by a written communication requesting avoidance of the discrepancy in future. Only, when on a subsequent inspection it is found that the assurance given by employer has not yielded satisfactory result and persistent infringements or defaults are occurring, necessary steps for issue of 'show-cause notice' and/or launching of prosecution should be initiated.

(c) Periodicity of Inspections-It is necessary that inspections of employers' records and documents should form an integral part of the normal procedure of the Employment Service. In this regard larger establishments should be paid greater attention in comparison to smaller establishments. Broadly, the aim should be to cover all bigger, establishments in an area at least once in two years and the smaller establishments at least once in three years. Private and public sector establishments should be treated alike in the matter of inspections.

(d) Advance Planning for Inspections-For launching a programme of systematic and effective inspections, a time-table of inspections should be drawn up by SEMI Units and/or Enforcement Cell wherever this has been established. The time-table should show the programme for inspections of every district in the State for one calendar year. A proforma for drawing the time-table is given in Vol, II, Appendix II(9).

(e) Machinery for Inspections-For successful implementation of the programme of inspections, officers at the under mentioned levels may be duly

authorized for conduct of inspections. The number of inspections to be carried out by each officer should also be specifically laid down in the time-table:-

- (i) Officers of the Enforcement Cell established for enforcing the provisions of the Act and Rules made thereunder;
- (ii) Officers of the State Directorate posted at head-quarters or Regional/Sub-Regional levels; and
- (iii) Local Employment Officers who have been delegated with powers in this behalf.

NOTE- It should be carefully noted that Employment Officers who have not been granted proper legal authority under section 6 of EE (CNV) Act, 1959 by the State Director should not undertake these inspections. As a corollary to this State Directors may grant legal authority up to the level of officers-in-charge of Distt. Employment Exchanges for undertaking the inspections.

(f) Items to be Scrutinised- The following items should be scrutinised and verified during the course of inspections:-

ER-I Returns

- (i) Timely rendition of return;
- (ii) Name, address and telephone number;
- (iii) Principal and subsidiary economic activity and Industry Code No;
- (iv) Number of persons on pay rolls;
- (v) Number of vacancies occurred and notified to local Employment Exchange and Central Employment Exchange, Number

- filled through Exchanges and other sources (The vacancy position as revealed by the quarterly returns has to be verified with reference to X-2 and X-64 maintained at the Employment Exchange as well as with reference to records of the employer inspected at his premises);
- (vi) Number of vacancies shown by the employer as remaining unfilled due to shortage of suitable applicants. (An analytical approach should be applied for determining the shortages. Care should be taken to make a deep probe into the reasons why in spite of a large number of applicants available on the Live Register of the Exchange, the employer is listing shortages in the same trade/occupation);
 - (vii) Reasons furnished by employer for not notifying vacancies that occurred to Employment Exchange/Central Employment Exchange; and
 - (viii) Whether precise reasons for significant changes, if any, in employment during the quarter have been duly recorded by the employer.
- (iv) approximate number of vacancies likely to occur during the next calendar year.
 - (g) Preliminary Action-The date and time of inspection should be fixed in advance and the programme intimated to the employer concerned. A suitable letter in this regard may be devised locally. The Inspecting Officer should take the under mentioned records with him while proceeding on inspection:
 - (i) Papers to establish identity of the Inspecting Officer or necessary letter of authority. (An identity card with photograph of the officer affixed on it would be most desirable);
 - (ii) Copy of gazette notification or order authorizing him to inspect employers records or documents (refer Rule 7);
 - (iii) (a) Quarterly returns (ER-I) for the last four quarters’;
 - (b) Latest available copy of ER-II return;
 - (c) EM-I envelop (care should be taken to ensure that all up-to-date entries about employment and vacancies have been completed);
 - (d) Previous inspection reports, if any;
 - (e) Pending Order Cards (X-2);
 - (f) Any other relevant papers.

ER-II Returns

- (i) Number of employees on pay roll, industry code, address etc, should be tallied with corresponding entries on ER-I return;
- (ii) Occupational break-up of employees;
- (iii) Education and technical qualifications of employees; and

Proforma for Inspection and Preparation of Inspection Report.

5.3 A proforma for conducting inspection of employers records and

documents is given in Volume II, Appendix II(10).

Action on the Inspection Report

5.4 (a) Four copies of the inspection report should be prepared and distributed as follows:-

- (i) Enforcement Cell;
- (ii) SEMI Unit'
- (iii) EM-I (Employers Card); and
- (iv) Local Employment Exchange file.

(b) Follow-up action on inspection reports should be taken as indicated below:-

- (i) Written intimation of the discrepancies revealed should be sent to the employer and a copy of this should be filled in the EM-I envelop. The employer should be requested to avoid these discrepancies in future. Attempts should also be made to obtain an assurance from him for avoidance of similar discrepancies in future;
- (ii) If in the light of the inspection, existing data have to be modified, this should be done under intimation to all concerned; and
- (iii) In case it is found that an employer has repeatedly been committing default, other methods like issue of show-cause notice be initiated in consultation with the State Director. The show –cause notice may be in the form given in Vol. II, Appendix II(11).

5.5 All Employment Exchanges should render a quarterly summary of the work done in connection with the enforcement of the EE (CNV) Act, 1959 to the State Directors as per instructions contained in para 18.3 (Part I).

CHAPTER VI

VARIOUS GENERAL INSTRUCTIONS

Staff Training

6.1 It is considered highly essential for maintenance of efficiency in the collection of returns and various other operations in the employment market information programme that the officers and staff engaged on this work are properly trained in the methodology and techniques developed in this connection. The Employment Officer-in charge of an Exchange should ensure that every member of the staff is trained in EMI operations; In the staff meetings, new instructions or changes in procedure should be discussed and the staff members explained how to review the Employers' Register, ensure maximum response from Employers by planned follow-up and the method of analysis and interpretation of the data collected from employers in conjunction with the Employment Exchange statistics. The Staff Training Unit of the State Directorate may also organize regular training courses for the staff at state level.

6.2 The SEMI Unit and the D.G.E.&T. should arrange regular training courses for Employment Officers at State and all India level. Since at smaller exchanges the same officer has to deal with placement and EMI work, the aim should be to train all Employment Officers in the EMI procedure. At bigger Exchanges, rotation of work among officials should be so arranged that the EMI work does not suffer when an officer/staff member is absent or is transferred away.

Inspection of EMI Units

6.3 With the development of EMI programme and with greater decentralization of work, there is need for regular and frequent inspection of EMI Units by the SEMI Unit officers to ensure uniformity of standards and accuracy of information collected. The programme of inspection should be so planned that each EMI Unit is inspected at least once in two years. The inspection should be followed by discussion of various points arising out of inspection, with the officers and staff concerned, with a view to rectifying the shortcomings detected during the course of inspection. A check-list of points for inspection of EMI Units is given at Appendix II(12) (Volume II).

6.4 The Inspecting Officers of the State headquarters as also of the Central headquarters should during their inspection/evaluation of the Exchanges also inspect the EMI work along with other items of the Exchange.

Technical Working Group

6.5 To advise the State Director on matters relating to the development of the EMI programme in the State, a Technical Working Group will be set up at each State headquarters. This Working Group should be composed of representatives from the Planning Department, Development Department, Industries Department, Education Department, Economics and Statistics Department, the Labour Commissioners Organisation and the Economics Department of the University/College. The Secretary to the State Government

concerned with the Employment Service Organisation should be the Chairman of the Working Group and the SEMI unit Officer, its Secretary.

Special Studies

6.6 Special Studies-The routine work regarding collection and analysis of employment market information should be decentralised as far as possible and SEMI units should concentrate on special ad-hoc studies for which regular programme should be drawn up every year. Where necessary, joint studies may be undertaken by two or three neighboring States. Similarly, Employment Exchanges may also undertake from time to time, special ad-hoc studies on subjects concerning employment and unemployment, particularly those subject, on which data are not made available by regular EMI reports, in consultation with the SEMI Unit.

Weeding of Records Pertaining to EMI Programme

6.7 Returns ER-I and ER-II: Return ER-I should normally be preserved at the Employment Exchange concerned for one year. However, return ER-I, on which further action is required to be taken under the provisions of the Employment Exchanges. (Compulsory Notification of Vacancies) Act, 1959, should be preserved for a longer period as may be necessary. Return ER-II should normally be preserved for a period of four years from the date of enquiry. The intention is that the occupational return collected, say in 2001 could be available for comparison

with those collected in 2003 and 2005, if necessary.

EM-I Envelopes: These should be maintained permanently as they constitute the basic records from which information about individual establishments would be available. In the Employers Register, however, only current EMI envelopes should be filed; totally used EM-I envelopes should be filed inside the current EM-I envelopes. Cancelled EM-I envelopes should be removed and filed separately

**NESM
VOLUME-I**

PART III

**VOCATIONAL
GUIDANCE
PROGRAMME**

CHAPTER-I

ORGANISATION AND FUNCTIONS

Historical Background

1.1 The concept of Vocational Guidance is inherent in the placement services. However, specific programmes aimed at serving certain needs were formulated following the recommendations made by the Secondary Education commission in 1953 and the Training and Employment Services Organisation Committee(Shiva Rao Committee) in 1954. Subsequently the ILO Convention(No.88) concerning the organisation of the Employment Service was ratified by the Government of India in 1959.

1.2 While the above mentioned events directly precipitated the guidance services in the N.E.S., it may be mentioned, that a number of other Commissions and Committees appointed by the Central and State Governments in the past caused awareness as to the guidance needs, clarified relationships between different factors or areas or re-defined nature and scope of guidance services. Notable in this context are the Mudaliar Commission, the Kothari Commission and the Mathew Committee reports.

1.3 Guidance is considered beneficial for the individual as well as to the society. It helps an individual by providing assistance in solving problems relating to choice of career, occupational change and adjustments. From the standpoint of the society, it is one of the means of achieving proper utilization of manpower. Indirectly, it helps in raising productivity and in minimizing unemployment/under-employment.

1.4 Vocational Guidance is an aspect of guidance, having focus on the

problems relating to vocational life. Guidance services are, therefore, a constellation of services concerned with educational, vocational, personal, social or health aspects; such labeling has been done for practical considerations. Vocational Guidance has since been defined in Chapter II(Part I) of this Manual.

Objectives

1.5 Objectives of the Vocational Guidance Programme basically serve the overall objectives of the N.E.S.; since guidance is integrated with the placement functions as a whole.

1.6 Following are some of the specific objectives of Vocational Guidance in the Employment Service:-

- i) to suggest measures with a view to enhancing the employability of an individual or groups of individuals;
- ii) to offer assistance to an individual or groups of individuals in preparing to choose, change and adjust to occupational life;
- iii) to evaluate the strengths and weaknesses of the individuals and match them with the job requirements ;
- iv) to generate awareness and appreciation of the realities of employment market in the community;
- v) to collaborate or co-operate with other agencies in the field of guidance to stimulate and

promote joint efforts; and

- vi) to promote self-employment.

Functions

1.7 The functions of the N.E.S. with regard to Vocational Guidance are:-

- i) to collect and compile occupational information and to disseminate it to individuals and groups of individuals;
- ii) to provide individual guidance (Counselling services) to those who require such assistance;
- iii) to maintain liaison with employers and heads of training institutions, to develop and promote placement of suitable applicants in institutional/inplant training or in apprenticeship or advertised jobs;
- iv) to participate in guidance programmes conducted by other government or voluntary agencies;
- v) to develop tools and techniques for improving the efficiency of Vocational Guidance Programme;
- vi) to impart necessary skills to personnel operating the programme ; and
- vii) to educate the public by undertaking suitable publicity measures to arouse community consciousness and encourage maximum utilization of guidance services.

Organisational Set-up

1.8 The DGE&T has a Central Vocational Guidance Unit to assist in matters pertaining to policies, procedures, evaluation, development of tools and techniques and co-ordination of guidance services at the National Level. The D.G.E.T is assisted by the Central Institute of Research & Training in Employment Services in such matters in general and in the training of personnel and collection and compilation of occupational information in particular. There is a Self Employment Promotion Cell presently working as a part of Vocational Guidance(Guidance Services) Unit at DGE&T (Head Quarters) and a Self Employment Guidance Cell in C.I.R.T.E.S. also.

1.9 The State Directorates of Employment have State Vocational Guidance Units to assist in matters of supervision, field-training, technical guidance, implementation, inspection and co-ordination of guidance activities at the State level.

1.10 A State Co-ordination Committee consisting of representatives of the Education Department, State Bureau of Educational and Vocational Guidance, Manpower Department, employer's organisations etc. nominated by the State Government assist the State Director in achieving collaboration with guidance programmes in the fields of education, health, community development, etc.

1.11 In Employment Exchanges where Vocational Guidance Units exist and at the University Employment Information & Guidance Bureaux, the entire programme of guidance is operated. In other Employment Exchanges, essential

minimum programmes concerning collection and dissemination of Occupational Information is operated.

1.12 District Co-ordination Committees are constituted at Employment Exchanges where Vocational Guidance Units exist. The Committee has representatives of different Government departments, important employers, parents, counsellors, voluntary organisations or associations nominated by the State Government and interested in guidance activities. The Committee meets quarterly or half yearly at the discretion of the State Director and suggests measures to make guidance programme more realistic and to achieve participation of all interested in the guidance services rendered.

1.13 At the U.E.I.G.B., an Advisory Committee is constituted to represent constituent institutions, various faculties, student welfare services, important employers, State Director of Employment, voluntary organisations, D.G.E & T. etc. The Committee assists the Vice-chancellor in matters of developing and implementing effective guidance services.

1.14 Guidance services are an integral part of the National Employment Service. Consequently, functioning of Advisory Committees attached to the field units and the State Directorates and the DGE&T should be seen as an organisational mechanism instituted for the furtherance of the programme and should be fully used for communication at these levels.

1.15 The National Employment Service, through the network of Employment Exchanges and Self-

Employment Promotion Cells is functioning as a promotional agency with the main objective to create necessary awareness among the un-employed youth about the Employment Market situations prevailing in the country, enlightening them about facilities available for Self-Employment and suitably monitoring, guiding and assisting the youth for diverting them towards taking-up self-Employment.

CHAPTER II

TOOLS FOR GUIDANCE

Types of Tools

2.1 The term “tools” refers to forms, schedules, informational materials, psychological tests and devices designed for and used to facilitate the process of giving guidance.

2.2 The problems faced by the guidance-seekers vary through a very wide range. Therefore, the type of tools which may be used in guidance also vary through equally wider range. It makes the task of enumerating the different tools rather difficult. However, they may be classified into the following broad types :

- (i) Non-testing (psychological devices, information materials, forms and schedules; and
- (ii) Testing (Psychological tests- Verbal, Non Verbal and Performance).

2.3 Some of the commonly used tools are as follows:

- (i) Interview – It is a face-to-face conversation between the interviewer and the interviewee directed to achieve mutually agreed goal(s) relating to choice of career, change of occupations or occupational adjustments. It is thus a primary tool for obtaining, giving and interpreting pertinent information. The information may relate to one or more aspects or factors viz., economic, social, psychological, personal, educational, health, family circumstances etc. of the guidance-seeker as also the general factors as of

employment situation, recruitment practices and available job or training opportunities etc. Planning and preparation for the conduct of an interview is, therefore, essential in order to eliminate less useful areas or aspects and make it effective. In this context an interview will comprise three stages viz. (a) identifying the interviewee’s problem(s) or need(s), (b) obtaining, giving and interpreting pertinent information, (c) crystallising a feasible plan of action; and (d) maintaining the summary-record of the interview.

- (ii) Personal Information Form (VG-IA) – The form is used for systematically obtaining bio-data of a guidance-seeker. Exhaustive information about an individual is essential in planning and conducting counselling interviews. The form is designed to help the Employment Officer to appraise the applicant’s personality, from all possible angles, in understanding his ability to take realistic decisions and his awareness as to the problems confronting him. As such, the form is useful in structuring and preparing for an interview on the basis of information given therein by an applicant. A copy of form VG-IA is given at Appendix I(1) of Vol. II.
- (iii) Interest Check List – Interest Check List prepared by the Directorate General of Employment and Training is intended to assist Employment Officers in discussing the vocational

interest of applicants during individual guidance interviews. It is not an interest test or an interest inventory based on experimental and statistical investigations. The results of the Check List only provide an indication of positive potential areas of interests. The interest Check List should not be used in all cases of individual guidance in a routine manner. In several cases, the interests of the applicant are more or less clear from the VG-IA form and the data obtained in the interviews. It should be used in those cases where the Employment Officer feels the need for re-checking the applicant's interests.

- (iv) Interest Preference Schedule-It has been observed that even when the area of interest is known the response to suggestions for different employment or training opportunities in the same area of interest varies from person to person. Interest Preference Schedule will help in determining specific job or training opportunities, the individual may prefer within the broad area of interest. Obviously, this has to be given to those applicants who show positive preferences for jobs or training within the broad area of their interest.
- (v) School Report/Cumulative Record – Schools having counsellors or career masters are generally maintaining cumulative records in respect of each student which contains valuable information relating to his economic background, family situation, extra-curricular participation, attitudes,

habits and scholastic and psychomotor strengths and weaknesses and special problems, if any, etc. E.O.(V.G.) may request the school authorities for an extract of the Cumulative Record in respect of an applicant if considered essential for giving guidance and provided that the school is known to be maintaining such records. The school authorities should be assured that the extract would be used for purposes of guidance alone and be treated as strictly confidential. Such extracts, whenever obtained should be filed in the VG - I card of the applicant.

- (vi) Occupational Information – Occupational Information is the most important tool in Vocational Guidance. It covers information pertaining to one or more aspects of an occupation, whether published or otherwise. It may be in the shape of factual data or a publication intended to narrate, clarify or explain closely related facts about occupations. Whatever the shape and coverage, it should be described as a tool only if it is authentic, upto-date and unbiased. Career literature meeting the above criteria is published by several agencies, organisations, Government departments besides, the State Directorates and the DGE&T.

Some of the DGE&T publications are mentioned below :

- Bulletin on Job Opportunities in India
- Census of Central Government Employees

- Trade Apprenticeship Training in India.
- Occupational-Educational Pattern of Employees in India.
- Quarterly/Annual Employment Review.
- Employment Exchange Statistics.
- National Classifications of Occupations
- Guide to Careers.
- Career Information Series.

conditions including nominal testing fee laid down by the DGE&T for the purpose. The DGE&T is responsible for development or adaptation of psychological tests for use in the NES and also for the training of personnel in using those as and when such tests are standardised.

- (vii) Psychological Tests – Psychological Tests require a certain amount of training in their administration and interpretation of results, and may measure one or more characteristics of an individual. Ordinarily, Employment Officers are not expected to use any of such tests unless they have been specifically trained in their administration and interpretation. Psychological tests are classified, usually, according to the purpose to which they are **applied** viz. selection, guidance and clinical tests. They are also classified as individual tests or group tests, performance tests or paper and pencil tests, as verbal or non-verbal tests depending on their nature and method of administration. The DGE&T has developed a battery of Aptitude Tests for purposes of selection of trainees to the Industrial Training Institutes in engineering and non-engineering trades, and of Apprentices under Apprentices Act, 1961(if specifically requested by an employer). The testing facility is provided to the Industrial Establishments on certain terms &

CHAPTER III GUIDANCE PROCEDURES

3.1 Guidance programme comprises of activities conducted in and outside the premises of an Employment Exchange or UEIGB in order to render vocational guidance to individuals or group of individuals.

ACTIVITIES IN THE PREMISES

Group Discussions

3.2 Immediately after the Pre-Registration Guidance talk, discussions with homogenous groups of applicants will be held. While such discussions are primarily intended for applicants seeking registration, other interested visitors also be allowed to participate. Applicants should be divided into convenient groups according to their educational levels. Where possible and necessary, each group should be attended to by an Employment Officer. It will, however, be ensured that other officer entrusted with this work are properly briefed and equipped by the E.O(VG)/E.O.

3.3 Group discussions may be held more than once in a day if the situation so requires. Discussions may be held in conjunction with registration interviews. In addition, special sessions should be organised to extend the benefit to specific categories of applicants such as Scheduled Castes, Scheduled Tribes, Other Backward Classes, Disabled, Ex-servicemen, women etc. Local registrants may be notified about these special sessions, should they choose to take advantage. A notice should be displayed in the waiting hall / Occupational Information Room and announcements made during the Pre-Registration Guidance talks to attract participants.

3.4 Employment Officer will ascertain the educational level of the group and initiate discussion on occupational, educational, training or apprenticeship opportunities appropriate to the group. He should give relevant information on specific opportunities, trends of opportunities, shortages and surpluses etc. to guide the discussion realistically. He should encourage the group to discuss opportunities from different angles by posing stimulating questions. At the end, he should sum-up to highlight important points raised and publicise relevant guidance services which the participants may utilise further.

3.5 Group discussions planned for special categories may however, be designed not only to cover available opportunities appropriate to the group but also cover different aspects of choosing a career in a series of discussion-session.

3.6 Each session may last for 30 to 40 minutes depending upon the availability of time as also the interest taken by the participants. Usually a group of 10 to 15 will be convenient to handle and facilitate discussions. Ordinarily, these sessions should be held in the O.I. Room ensuring adequate seating arrangements and facilities for use of visual aids etc.

3.7 A running record of group discussions held should be maintained in VG – 64 {Appendix I(1) of Vol. II}.

Registration Guidance

3.8 All educated fresher presenting themselves for registration should be given brief Guidance during the registration interview. Applicant's chances of obtaining employment sought for by him should be

briefly discussed on the basis of information provided on the X-1(A,B & C) and that obtained in addition through appropriate questioning. Usually, information regarding the applicant's family background, economic situation, special problems or peculiarities about health, social-personal conditions, previous work-experience, if any, mobility etc. will be considered. Information about appropriate opportunities of full-time, part-time or self-employment or those of training, apprenticeship etc. should be provided. The applicant should be encouraged to choose his line of action.

3.9 A brief entry about opportunities discussed should be made on X-1(A,B & C) indicating the applicant's preferences. The X-1(A,B & C) should be filed in the X-1 which should be stamped "Registration Guidance". An entry "R. G." should be made in the remarks column of the X-63 also. A running record of registration guidance should be maintained in VG -68{Appendix I(1) of Vol. II }.

Individual Information

3.10 Enquiries about training facilities, job opportunities or other aspects of career planning etc. should be answered by the E.O(VG)/E.O or any other member of the staff entrusted with such responsibility. Similar enquiries made by post should also be attended to and answered expeditiously. In the event that the desired information is not readily available and if it is expected to be procured within a reasonable time an interim reply should be sent stating that action is being taken in the matter. Immediate steps should be taken to obtain the information from appropriate sources and the query answered when information is obtained. Entries of such queries attended to should be made in the book register maintained in Form VG -65{Appendix I(1) of Vol. II }.

Individual Guidance (Counselling)

3.11 Vocational Counselling is a method of helping an individual in planning his career, choosing an occupation, course of education, training, apprenticeship etc. and in making effective adjustments for a productive or satisfying career. It consists of one or more interviews with the individual who is given such help. The interview is planned on the basis of the bio-data supplied by the individual on the Personal Information Form VG -IA.

3.12 E.O(VG)/E.O should study the bio-data and prepare himself for conducting the interview to discuss specific opportunities or aspects relevant to the problems revealed in the Personal Information Form.

3.13 Individual guidance should be provided to all who require personalised assistance with regard to one or more problems pertaining to the choice of career. Effective publicity should be made about the availability of such help during other Exchange activities.

Review of Old Cases

3.14 Invitations for Individual guidance should also be extended to applicants borne on the Live Register for a reasonable longer period with or without successful submission history. The Live Register should be scrutinised regularly to identify deserving cases. Following are some of the type of cases that may be considered :

- (i) Educated freshers who have not been submitted even once after remaining on the Live Register for more than three years ;
- (ii) Educated applicants who have been submitted unsuccessfully three times or more;

- (iii) Applicants belonging to shortage categories who have fewer or no local opportunities; and
- (iv) Applicants who are more likely to be confronted with special problems as in the case of the Persons with disabilities; Ex-servicemen, Scheduled Castes, Scheduled Tribes, Other Backward Classes etc.

3.15 Invitations extended to the applicants should among other things specify the date and time of interview proposed and also motivate them to render the Form V.G.1A duly filled up in advance so as to get the most from the discussions.

3.16 In case persons requiring such assistance are identified during their participation in other Exchange activities and are physically present, Personal Information Form should be supplied on the spot. An appointment for counselling may be fixed up for another day or the same day suiting the mutual convenience of E.O(VG)/E.O. and the individual. Appropriate entries should be made in VG – 69 {Appendix I(1) of Vol. II }.

Counselling Interview

3.17 Privacy, adequate seating arrangements and congeniality should be ensured for conducting the interview. The individual should be encouraged to freely discuss his strong points and weakness, vocational plans, aspirations and possibilities in relation to his achievements, social, economic and family background through suitable questioning. Adequate occupational information should be presented at appropriate stages to stimulate realistic approach and instill self-confidence in him.

3.18 Broadly, a counselling interview will comprise the following steps though not in a rigid sequence :

- (i) Every effort should be made to help the individual understand and assess his own strengths, weaknesses and peculiarities, and those of his situation ;
- (ii) Details of relevant opportunities should be presented to enable him to take decisions and accept responsibility therefor;
- (iii) The individual should be helped to spell out a plan for action to be followed to implement the decisions taken during the interview.

3.19 Summary of Counselling interviews should be recorded in form VG -1A {Appendix I(1) of Vol. II }.

3.20 VG -1 cards should be prepared in respect of all applicants guided individually and VG -1A and other papers filed chronologically in it. Guidance code numbers should be assigned according to the system given at Appendix III(1), Vol. II. Registration number and N.C.O. code number should also be noted, wherever appropriate, in the columns provided on VG -1 {Appendix I(1) of Vol. II }.

3.21 A running record of all individually guided applicants should be maintained in Form VG-63. The serial number in VG-63 and the serial number assigned to the VG -1 card should be one and the same.

3.22 Old cases taken up for review should be dealt with just like fresh cases in matters of raising VG -1 Cards. An entry “Review” should be made in the remarks column of VG-63 in order to facilitate identification of such cases.

3.23 (a) VG -1 cards should be retained for a period of five years from the date it was raised. In the event that the applicant’s Index Card lapses, it should also be retained along with the VG -1 card.

(b) When the Index Card of an individually guided applicant is transferred to another Exchange, his VG -1 card also should be transferred therewith under intimation to him.

(c) The exchange receiving the VG -1 card on transfer should retain it giving reference to his new registration number, after assigning it a new serial number and making suitable entries in VG -63. If the Exchange is not having a VG Unit, the VG -1 card should be filed in the X-1.

Case Studies

3.24 E.O(VG)/E.O should select not less than two cases of individually guided applicants during each quarter for the preparation of case studies. The selection of cases may be based on one or more of the following characteristics : Peculiarity of problem(s), involvement of other persons or agencies, uniqueness of counselling techniques employed, and/or tangible results achieved. The case studies should be prepared in a narrative form giving essential bio-data, problem(s) confronted, specific information supplied, techniques used in counselling, plan of action evolved and results achieved etc. Care should, however, be taken to conceal the identity of the applicant.

3.25 Two case studies prepared as above should be sent to the D.G.E.&T. and the State Director by the 10th of the month following the quarter to which the case studies relate. E.O(VG)/E.O should exercise his imagination in deciding the merits of cases for purposes of reporting as stated in para 3.24 above. If no case meets the expected standards, a nil report should be rendered.

Follow-up of Guided Applicants

3.26 An applicant who received individual guidance may himself like to seek another opportunity to personally discuss with the

E.O(VG)/E.O. specific aspects or problems arising out of changes in his situation after initial counselling, or may request for further information/clarification on specific suggestions through post. In order to facilitate such contacts, each applicant should be handed over VG -I F card, after making appropriate reference entries thereon, at the conclusion of counselling interview.

3.27 On receipt of VG -I F card from an applicant, the E.O(VG)/E.O should invite him giving suitable date and time for further counselling or supply required information. Appropriate entries should be made on VG -1 and VG -1A.

3.28 Cases of individually guided applicants should also be followed up in accordance with the plan of action recorded on VG -1A and VG -1 to check the progress made by each client in implementing it, and to extend further possible assistance/information that may be of help to the guided applicant in this respect.

Activities Outside the Premises

3.29 In order to cause general awareness and create an impact of guidance programmes, Employment Officers should maintain close liaison with institutions imparting academic, vocational or technical education, voluntary organisations and associations within the jurisdiction of the Exchange.

Career Talks

3.30 Talks should be delivered to students of school/colleges in order to disseminate pertinent occupational information. Such talks should be planned in advance and publicised. Depending upon the local needs, the situation and the co-operation extended by institutions, the plan of career talks may cover selected schools/colleges singly or in convenient groups.

3.31 Career talks may be arranged for the benefit of students of standard VIII and above in schools; in case of colleges, students of particular faculties may be addressed at a time. The subject matter may range from how and why of career planning to disseminating information about broad or specific fields of opportunities.

3.32 Career talks may be delivered either as a series in the same set of institution(s) or as independent talks at different institutions depending upon the plan prepared.

3.33 It is not essential that E.O(VG)/E.O should deliver all talks. He may draw upon outside Speakers including the school/college counsellors where available. However, outside Speakers should invariably be provided guidelines for the proposed talks and supplied all necessary information regarding occupations as well as the audience.

3.34 A running record of career talks delivered should be maintained in form VG –66 {Appendix I(1) of Vol. II }.

Career Exhibition

3.35 E.O(VG)/E.O. should organise exhibition of career information and literature particularly in different schools by rotation for a period of one week. However, arrangements for explaining the information displayed should be made. Teachers should be encouraged to arrange visits of students of their classes by a plan. Career talks may also be arranged during the exhibition.

Information Service

3.36 School and colleges should be supplied handouts, bulletins, career literature and all other informational material of benefit to the students. E.O(VG)/E.Os. should encourage the institutions to display all information

supplied in a manner that would ensure its proper utilisation.

V. G. Bulletin

3.37 V.G. Unit/U.E.I.G.Bx. may with the prior approval of the State Director publish a periodic bulletin giving useful information pertaining to current employment situation and details of different opportunities for free distribution.

Career/Information Corners

3.38 Where an institution has either a full-time or part-time guidance worker, E.O(VG)/E.O. should render every possible assistance to him in establishing an information corner equipped with up-to-date information.

Industrial Visits of Students

3.39 Employment Officers should encourage the educational Institutions and render help in arranging visits of students to different industrial establishments. The employer should be requested to arrange conduct of such visits and to explain the job contents to the students.

Career Conferences

3.40 During the annual functions, gatherings etc. the institutions should be encouraged to organise Career Conferences. E.O(VG)/E.O should render to them assistance in matters of planning such conferences, in identifying speakers, and in executing the plan. Career exhibition may also be arranged on such occasions. Similarly, a well planned series of career talks or group-discussions may follow such Career Conferences depending on the availability of resource personnel and time.

Career Campaigns

3.41 With the stress laid on rendering services to rural youth, the Employment Officer (V.G.)/Employment Officer should organise career campaigns to apprise them of the occupational and self-employment opportunities/schemes and to arouse interest among them, with regard to the Planning of Careers. Self Employment being an integral part of Vocational Guidance Services, the employment-exchanges should be well equipped with material and trained personnel to achieve an objective to enlighten the youths about facilities available for Self Employment and suitably motivating, guiding and assisting them for directing them towards taking-up Self Employment. Alongwith, he should have mobile set of material to be displayed, such as posters, placards, roll-up-boards, etc.

Out Reach Programme

3.42 Employment Officers (V.G.)/E.O very well know that these rural young people have not been benefited much. Because of lack of knowledge and resources they cannot compete with urban people on equal footing even though intellectually they do not lag behind. For the benefit of these people an outreach programme has been prepared to reach the farthest and inaccessible pockets. They should, therefore, extend their full hearted assistance to this group of people.

Model Vocational Guidance Units

3.43 A model V. G. Unit is required to be established in each state with the intention to serve as an ideal one to be followed by other V.G. Units . These units may also seek professional know-how and experience from the model VG Unit to be emulated effectively in their own units.

CHAPTER IV

RELATED ACTIVITIES

Co-ordination with Employment Exchanges/Institutions.

4.1 With the approval of the State Director, the Employment Officer (V.G.) may render assistance to another Employment Exchange not having a Vocational Guidance Unit in organising specific guidance activities or programmes.

4.2 Employment Officer/Deputy Chief should maintain liaison with schools, colleges, different welfare organisations and associations and participate in their guidance activities/programmes. Efforts may be made to encourage activities planned and operated by the Vocational Guidance Unit/U.E.I.G.B.

4.3 Educational/ training institutions should be rendered every possible assistance in organising career conferences, information corners and schemes or projects such as of “earn while you learn”, exploring part-time employment on the campus, study-groups for self-employment etc.

4.4 Vocational Guidance Unit/UE.I.G.B. should cooperate with the Special Employment Exchange for the Physically Handicapped, Vocational Rehabilitation Centre for the Handicapped, Coaching-cum-Guidance Centre for the Scheduled Castes and Tribes etc. where these special offices exist.

4.5 Employment Officer (VG)/Deputy Chief should enlist the co-

operation of the Rajya/Zila Sainik Board in matters of guidance activities planned for the benefit of Ex-servicemen.

Ad-hoc Publications and Special Studies

4.6 University Employment Information and Guidance Bureau/Vocational Guidance Unit may plan and conduct studies/surveys (relating to characteristics of employment situation, employment seekers etc. having a bearing on the guidance services. Such projects may be undertaken by the University Employment Information and Guidance Bureau in consultation or collaboration with appropriate faculty(ies) of the University.

4.7 Similarly, ad-hoc publications giving up-to-date Occupational Information for the benefit of students, job-seekers etc. should be brought out and distributed to the users/consumers of information.

4.8 State Directors should co-ordinate the work pertaining to special studies and ad-hoc publications in order to avoid duplication of efforts.

Hobby Workshops

4.9 Educational institutions, particularly the Universities may provide financial and personnel assistance to the U.E.I.G.Bx. in establishing Hobby Workshops with a view to offer their alumni opportunities to acquire specific occupational skills and thereby utilise

leisure time more profitably. The Employment Officer may be required to organise and manage the Hobby Workshop.

Development of Part-time Employment

4.10 U.E.I.G.Bx. may explore opportunities of part-time employment for the alumni both on the campus as well as outside. Such opportunities may be identified by conducting surveys and developed through planned contacts with employers to the extent possible within the resources of the Bureau. A scheme for referral work should be drawn with the approval of the Advisory Committee and operated to assist the student community.

Coaching for Competitive Examinations/Interviews etc.

4.11 Coaching classes may be organised to help willing students to prepare themselves for various competitive examinations held on a regular basis for purposes of recruitment/selection of in-service-trainees.

4.12 Mock-interviews may also be arranged to provide applicants adequate exercise in preparing for and facing employment interviews.

Earn While You Learn

4.13 With a view to encouraging the students to use their leisure time in learning useful arts and crafts, in developing in them appreciation of the dignity of labour and in assisting them to make a smooth transition from the academic world to the world of work, the Bureaux could arrange petty jobs like

proof reading, book binding, candle making, wrapping of soaps, etc., in collaboration with other agencies like university departments, printing presses, soap factories, etc.

Talent Bank Scheme

4.14 Employers in the private sector need efficient, hard working, intelligent and smart candidates to man their managerial and executive posts. Normal submission action by the Employment Exchanges is usually not able to cater to this demand. It is, therefore, essential that some steps are taken by the Bureaux to meet this need of private sector employers. This could be achieved in the following manner :-

The Bureaux should, in collaboration with the university authorities, select a group of talented students from amongst those who are studying in the final years of graduation and /or post-graduation. Those who are holding a consistently good academic record starting from matriculation should be considered. Importance should also be given to personal attributes of the candidates like good health, poise, pleasing personality, good command over the language, etc. These students should then be prepared through special coaching for taking up managerial and executive posts in the big industrial and business houses. The Bureaux should involve the senior managers/executive of the industrial/business houses in the Coaching programme.

Campus Recruitment Programme

4.15 Many employers, specially in the private sector, have a wrong notion that the employment service can offer only second rate candidates and so do not utilise our services. It would be

profitable if the major employers of the area are called to the Bureaux and allowed to meet and discuss with the candidates in an informal manner. Such meetings are likely to result not only in greater placement but would also improve the image of the employment service.

Publication of Career Literature

4.16 The Bureaux should endeavor to bring out career monographs and booklets giving detailed information about the availability of various careers and courses and employment opportunities in different occupational fields. These can be of great help to the candidates in knowing about the world of work.

Publicity Measures

4.17 Guidance services need to be publicised vigorously for various reasons. These services having been introduced after the introduction of the placement services are often either underestimated or overestimated in the community. Every effort should, therefore, be made to create proper understanding of the services in the context of the prevailing situation, having regard to the growth of educational, technical and professional training facilities on the one hand, and shortages and surpluses of manpower amidst contracted employment opportunities on the other.

4.18 Employment Officer should utilise every opportunity to clarify the role of guidance services during meetings/discussions with teachers, parents and all other sections of the community. The medium of press, internet facility, radio and television should

also be fully used where necessary with the approval of the State Director. The brief information about the Vocational Guidance facilities available in the U.E.I.G.Bx./V.G. Units may be got incorporated in the prospectuses and other publications of the colleges and of the Universities.

4.19 All institutions, public libraries, welfare organisations should be suitably informed of the services available. Career literature, bulletins, local information, leaflets, posters and other visual publicity materials should be promptly and regularly supplied to them.

4.20 Satisfied consumers contribute most in matters of publicity. All out efforts should, therefore, be made to conduct guidance programmes efficiently to gather tangible results thereof, and thus penetrate into the community life through activities aimed at causing general awareness as to the benefits which could be derived from the services.

CHAPTER V

COLLECTION OF OCCUPATIONAL INFORMATION

Types of Information

5.1 Occupational Information can be generally categorized in to the following types:

- (a) Information on Job Opportunities ;
- (b) Information on Educational/ Training Facilities ;
- (c) Information on Apprenticeship and on –the –job Training Facilities
- (d) Information on Scholarships and Fellowships; and
- (e) Information on Trends, Pattern and Growth of Educational, Training and Employment Opportunities.

Sources of Information

5.2 Following are some of the important sources of Occupational Information. These are listed for guidance and are not exhaustive, as such.

(a) Information on Job Openings :

- (i) Advertisements inserted in news papers, gazettes etc. by the Union Public Service Commission, State Public Service Commission, Railway Recruitment Board and individual establishments and institutions;
- (ii) Vacancies notified to and circulated at different levels in the Employment Service ;
- (iii) ER-I and ER-II returns rendered by establishments under the provisions of the EEs (CNV) Act, 1959; and
- (iv) Career literature brought out by the DGE&T, NCER&T, State Bureaux of Educational and Vocational Guidance

and various voluntary organizations in the field of guidance.

- (v) Web-sites of different employers/ Institutions.

(b) **Information on Educational/ Training Facilities :**

- (i) Prospectuses/ Web sites of various educational/ training institutions and Universities ;
- (ii) Directories of training institutions such as those brought out by different Ministries, Departments, Inter-University Board and professional or voluntary organisations.

(c) **Information on Apprenticeship and on-the-job Training Facilities:**

- (i) Advertisements inserted in news papers, magazines etc. by various establishments and institutions; and
- (ii) Central/ Regional/ State/ Assistant Apprenticeship Advisers and Principals of I.T.Is.

(d) **Information on scholarships and Fellowships:**

- (i) Advertisements issued by Organisations/ Institutions like CSIR, UGC, Universities, Central/ State Government Ministries/ Departments, NCERT, International Organisations and Community Trusts; and

- (ii) Schemes for financial and other assistance formulated by Banks, Community Trusts and voluntary organisations like YMCA, Rotary Club and Lions Club.
- (e) **Information on Trends, pattern and Growth of Educational, Training and Employment Opportunities :**
 - (i) Census Reports, E.M. Reports, Fact Books and Special reports/ Reviews brought out by CSIR, IAMR, IAER, CSO, Planning Commission, DGE&T and State Department of Statistics and key informants;
 - (ii) Annual Reports of Ministries/Departments, Banks, Companies and other Reports of Govt. Deptts.;
 - (iii) Schemes of self-employment and related assistance of small Industries Service Institutes, Industries Departments, Banks and Professional Organisation, District Industries Centres, Khadi and Village Industries Commission; and
 - (iv) Career literature brought out by the Employment Service at different levels.

Collection of Information

5.3 Information of the types mentioned in para 5.1 will include details useful at or peculiar to district level, State level and National level. That level will be determined by the methods of selection/ admission or the geographical area over which its scope extends e.g information about training facilities offered by a local Typewriting and Shorthand Institute, on-the-job or short-term training facility developed by the Employment Officer with a local private sector employer, scholarship or fellowships offered by a local

Community Trust, etc. may be termed as District level information. Information about training facilities in engineering or medicine may be termed as State level information as admissions to such professional or technical courses are usually made through competitions at the State level; a net work of such institutions is often administered by a single State level authority. Information about opportunities or facilities in respect of which admissions are made through All-India competitions or Zonal Competitions may be termed as national level information. For the sake of convenience, information about opportunities occurring at the international level may also be termed as national level information.

5.4 Collection of Occupational Information is to be done on a continuing basis. The Employment Officer should collect information from all the establishments and institutions located within the jurisdiction of the Exchange. Where more than one Exchange or UEIGB happens to be located in the same districts, the work regarding collection of Occupational Information may be judiciously distributed among them by the State Director. It may, however, be appreciated that review of information already collected is equally important in order to keep it up- to- date. Ordinarily, information about educational and training facilities should be reviewed at the beginning of every academic year.

5.5 Information will be collected by the Employment Officer in respect of all opportunities existing at all the three levels described in para 5.3 above in Proforma I and Proforma II {see Vol. II, Appendix III (2) }. The State Directorates/ DGE&T should collect information at the State and national levels respectively from such

sources which are beyond the reach of the Exchanges.

Transmission of Information

5.6 The information thus obtained from institutions/ establishments will be scrutinised for details, amendments, etc. and sorted out according to the levels described in para 5. 3 above. All State level and national level information should be transmitted to the State Directorate and the DGE&T respectively, retaining one copy at the Exchange. The transmission of information to the State Directorate and the DGE&T, as the case may be, should be done before 15th of the month following the month during which the information has been collected.

5.7 The State Directorates should compile the State level information of all the five types mentioned in para 5. 1 above. Copies of the compiled information should be supplied to all EEs and UEIGBx. in the State in addition to the DGE&T. State Directors may decide upon the frequency of such distribution to ensure that up-to-date information is available at the Exchanges/UEIGBx.

5.8 The DGE&T should compile the national level information of all the five types mentioned in para 5. 1 above. Copies of the compiled information should be supplied to all EEs and UEIGBx in addition to the State Directorates.

5.9 In order to facilitate transmission and compilation at different stages, coding of the information will be done as per the instructions contained in para 5.10 to 5. 12 below.

Filing of Information

(a) Filing of Information Pertaining to Occupations

5.10 Information pertaining to occupations, apprenticeship and on- the-job training facilities should be filed under Family heads of the NCO i.e. information about all occupations in a Family should be filed at one place. For this purpose, the following steps should be undertaken :

(i) As there are 113 Groups under the nine Divisions of the NCO (excluding X Div.), 113 loose leaf files should be opened. Each file should contain information pertaining to a Group of the N.C.O. Name and number of the file should be entered on the face of the file as shown below :

Group 211

Name :Physicists, Chemists and related professionals.

(ii) If a filing cabinet with cradle and folders is available for the purpose, the number and name of the Group need not be entered on the face of the file. They should be entered on the tab fixed on the top of the folder. The file should be placed inside the folder which rests on cradles.

(iii) Sufficient number of copies of Proforma I {See Vol. II, Appendix III (2)} should be printed or cyclostyled, on both sides of the paper. Size of the sheets should, as far as possible, be the same as that of the file. Each of these sheets represents a Family of occupations. According to the N. C. O., a Group of Occupations consists of certain number of Families. For example Group 211 consists of five Families and Group 311 consists of nine Families. Hence Group file as indicated above should contain as many family sheets as there are Families in that

particular Group. Group File 211, for instance, will have five sheets and Group file 311, nine sheets. These sheets should be filed in the same serial order as in the N.C.O.

(iv) Occupational Information collected from employers and other sources should be extracted and recorded in the columns of the relevant Family sheets. For example, information pertaining to all occupations in the Family of Physicists & Astronomers should be entered in the file 211 and sheet 2111. Similarly information about all the occupations in the Family of chemists will be entered in the same file 211 but sheet 2113. In the remarks column of the proforma, a cross reference about the source from which the information is extracted should be recorded. In the case of information about apprenticeship and on- the- job training facilities, an appropriate entry should be made in the remarks column. If one sheet is not sufficient for any Family of occupations, more sheets should be added. In such cases, pages should be numbered for each Family.

(b) Filing of Information Pertaining to Training Courses

5.11

(i) Information pertaining to educational and training facilities should be filed according to Guidance Code numbers (see Vol. II, Appendix III(1). A Guidance Code number is an indication of an applicant's interests and educational level. For example, Guidance Code number 0.4 indicates that the applicant is a matriculate and has interest in the technical line. A file with this number should contain all relevant information about technical training courses open to matriculates. Similarly, a file with Guidance Code Number 1.2 should contain all the information about medical and health courses open to graduates. In all these are 90 Guidance Code numbers (combination of interests and educational levels) but employment officer

need open only those files(of interests and educational levels) for which the need is felt frequently.

(ii) Each file opened should contain sufficient number of copies of proforma II {see Vol. II, Appendix III(2)} the number depending upon the size of the information. Information collected from prospectuses and other sources should be extracted and noted in the sheets of the respective file.

(iii) If the prospectuses or other sources from where the information is extracted is in the shape of leaflets or booklets, they may be filed at the back of the relevant file for reference. In case the source is a bound book, it may be given a serial number and a cross- reference to that serial number made in the remarks column of the proforma.

(c) Filing of Information Pertaining to Scholarships

5.12 Information on scholarships and fellowships should be filed in a separate folder and a cross- reference to the relevant job or training opportunity file made in the remarks column of the proforma.

Reference Cards

5.13 In order to be able to locate all the information in the files useful for a particular type of applicant, it is necessary to maintain Reference Cards. For example, if a matriculate seeks individual guidance, the Employment Officer (V.G.) should be able to locate information about all the opportunities open to him.

5.14 For the above purpose, Reference Cards should be prepared according to educational levels and kept in a tray on the desk of the Employment Officer (V.G.)E.O. For each level, two cards

should be prepared one for occupations and the other for training facilities. Specimen Reference Cards for matriculates are given in Vol. II, Appendix III(3).

5.15 The Reference Card for 'matriculates-occupations' for example, will contain an exhaustive list of all occupations open to a matriculate. In the third column of the card, Family number of the occupations should be entered so that for details the relevant Occupational Information file and the Family sheet can be referred to without wasting time.

5.16 Similarly, Reference Card for training should also be maintained according to the educational level. For example, Reference Card for 'Matriculates-training' should contain an exhaustive list of all the courses open to matriculates. Here also in the third column, file number and page number should be noted as indicated in the proforma.

Display of Occupational Information

5.17 Following are some of the important suggestions which should be borne in mind in the matter of display of Occupational Information :

- (i) As far as possible, information should be in the regional language ;
- (ii) Presentation should be attractive and motivating. Contents should have relevance to the needs of the visitors ;
- (iii) Charts, posters and other visual aids should be at the eye level of the visitors ;
- (iv) Detailed information, if placed for reading, should be purposively arranged bearing close relationship with the materials displayed on the walls. Whenever possible, classification system should also be shown for the benefit of the visitors ;
- (v) As far as possible, display of Occupational Information may be made

available on web site of State Directorate, wherever feasible with a view to have access of the job seekers, counsellors, teachers and parents to the same at their doorstep;

(vi) Material should not be crowded in a particular place; it should be evenly distributed over places where visitors normally gather for receiving various services and need to stay for a reasonable time ; and

(vii) Material displayed should be reviewed frequently with a view to updating the contents as also highlighting specific aspect of the information.

Occupational Information Room

5.18 An O. I. Room should be set up at all Employment Exchanges having a V. G. Unit/ U.E.I.G.Bx as also at those Employment Exchanges where no separate V.G. Unit exists and applicants encouraged to take full advantage of the facility. The physical set up of such a room should not only be conducive to the observance of the suggestions given in para 5.17 above but also have adequate arrangements for the seating of the applicants for consulting the literature and for conducting group discussions and other guidance activities. Ordinarily, the O. I. Room should be distinct and prominently noticeable. However, if a separate room can not be spared a portion of a room or a verandah may be utilised for the purpose. One of the members of the staff should be made responsible for the proper maintenance of the O. I Room.

CHAPTER VI

PLACEMENTS AND ADMISSIONS

Scope

6.1 The Vocational Guidance Programme is closely associated with the placement services. It should be viewed not only as a measure designed to bring about qualitative improvements in the submission activities, but also as a means of enlarging the areas and the number of opportunities tapped for the benefit of job seekers. Employment Officer (V.G.) should, therefore, associate with the submission activities of the Exchange and explore, identify and utilise opportunities of employment, admissions to technical, professional, vocational institutions as also for apprenticeship.

Submission Procedure

6.2 (a) Employment Officer (V.G.) should scrutinise daily newspapers and other sources given in chapter V of this part of the manual for advertised opportunities. He should consider all vacancies for submission purposes except those that are notified to the Exchange in the normal manner or circulated by Exchanges / State Employment Coordination Office (S.E.C.O.) CEE or advertised by the Central Employment Exchange (C.E.E.) in the Employment News, unless otherwise directed by the State Director concerned.

(b) In matters of submission for training, admissions/apprenticeships, all opportunities irrespective of their location should be considered.

(c) All applicants, whether individually guided or not, should be considered for submission on the basis of their suitability. However, in matters of submissions against

training/apprenticeship opportunities, applicants who have earlier indicated preference for such assistance alone need be considered alongwith individually guided applicants.

6.3 Order Cards should be raised in respect of all opportunities against which submission action is proposed to be taken and appropriate entries made in the Vacancy Order Register (X-64). The word "Training/Apprenticeship" should be endorsed on the top of the Order Card and in the remarks column of the X-64 in respect of such opportunities for identification purposes.

6.4 Applicants, who are considered prima facie suitable for appropriate opportunities, should be suitably advised. Where appropriate, their applications should be forwarded to the employer/head of the institution after proper scrutiny. The assessment of suitability done by the Employment Officer (V.G.) of each individually guided applicant so referred should invariably be made available to the employer institution.

6.5 All other general instructions pertaining to normal submission action shall apply to submission work done in the guidance programme.

Follow-up and Accounting of Placements

6.6 Submission made should be followed up after a reasonable period and results thereof, obtained. As soon as these are obtained, appropriate entries should be made on the Order Cards, X-64, V.G.-I Cards and Index Cards.

6.7 (a) Placements achieved in respect of jobs and training/apprenticeships, which automatically culminate into gainful employment on completion of training/apprenticeships, should be accounted for as placing and reported in the usual manner.

(b) Placement in training courses/apprenticeships which do not culminate into gainful employment should be reported as training placements in the appropriate items of return ES-3.

(c) Placements secured against part-time employment should be reported in the appropriate item of ES-1.1 and the monthly narrative report.

Psychological/Aptitude Tests

6.8 The DGE&T will develop Psychological /Aptitude tests for use in vocational guidance as well as in the selection of trainees under the craftsmen Training Scheme and apprentices under the Apprentices Act, 1961. The test material to be used for the selection as well as vocational guidance purposes will be prepared & standardised by DGE&T and supplied to the concerned State Directors

6.9 The tests should be administered strictly according to the instructions issued by the DGE&T by the Employment Service personnel specifically trained for the purpose, under the supervision of the State Director.

6.10 The test battery designed for the selection of trainees at the Industrial Training Institutes should be administered at centres pre-determined according to criteria laid down by the DGE&T from time to time. The results thereof should be placed before the selection committee attached to the ITI/MTI for consideration, alongwith

assessments made by the committee during interviews.

6.11 Technical notes /Instructions will be issued to the users for the guidance of State Vocational Guidance Officers (SVGOs) and E.Os. Employment Officers (VG). These instructions will also cover the procedures to be adopted at the State level as well as the Exchange level pertaining to maintenance of secrecy of tests and of the test material.

6.12 If an employer desires to apply the tests for the selection of apprentices under the Apprentices Act, 1961, specific proposals giving pertinent details should be made through the State Director concerned, for the approval of the DGE&T.

6.13 Tests developed for guidance purposes will be maintained, administered and interpreted according to instructions issued by the DGE&T from time to time.

6.14 Physical verification of test-booklets, Answer Sheets, Scoring Keys (scoring stencils), Manual of Directions & other material will be done by the officer nominated by the State Director for maintenance of stock of test material. A certificate to this effect should be sent to the DGE&T each year ending 31st December.

CHAPTER –VII

PLAN OF GUIDANCE WORK AND OTHER GENERAL INSTRUCTIONS

Plan of Guidance Work

7.1 The Employment Officer (V.G.)/ Dy. Chief, U.E.I.G.B., should prepare in advance a broad plan of work every quarter, covering the following items of work;

- (a) Career talks and other activities in educational institutions proposed to be conducted during the quarter;
- (b) Industries/establishments proposed to be visited for collection of Occupational Information during the quarter;
- (c) Number of old cases proposed to be reviewed during the quarter;
- (d) Work proposed to be done in relation to admissions for training and apprenticeships during the quarter ; and
- (e) Activities proposed to be conducted in collaboration with other agencies engaged in Vocational Guidance such as Career Conferences, Career Exhibitions, Campus Recruitment, Earn while you learn, Industrial visits of students, etc.

7.2 The plan of work for each quarter should be sent to the State Director during the first fortnight of the quarter.

The reason, if any, for short-falls during the previous quarter should be explained in the covering letter when the plan of work for the succeeding quarter is forwarded.

Inspection of V.G. Units

7.3 In order to develop the V.G. Programme on sound lines, there is need for regular and frequent inspection of VG work by SVGOs. to ensure uniformity of standards and adherence to the plan of work. The S.V.G.O. should so adjust his programme that he undertakes intensive inspection of V.G. work of atleast one Exchange/UEIGB in a month which may be followed up by a discussion of the various points arising from the inspection with the officers and staff concerned. A check-list of points for inspection should be prepared by State Vocational Guidance Units for use in the inspection of V.G. Units / U.E.I. & G.Bx.

7.4 The Inspecting officers of the D.G.E & T., as also the State Directorate during their over-all evaluation inspection of Exchanges should evaluate/inspect the V.G. work along with other items of work of the Exchange.

Staff Training

7.5 It is considered essential that the officers and staff engaged in V.G. programme are trained in the methodology and techniques developed in this connection. The Officer-in-charge of an Exchange/University where a V.G. Unit/U.E.I.G.B. exists should ensure that every member of the staff is trained in V.G. work. Regular staff meetings should be held in which occupational information material such as E.M. Reports, monthly Progress Reports, Exchange Statistics, News Digests and other career literature received during the month are discussed. At these meetings, typical or difficult cases of applicants should also be examined and the staff should be encouraged to come forward with

suggestions to improve the employability of such applicants.

7.6 The State Directorate and the D.G.E & T., should arrange regular training courses for Employment Officers and Deputy Chiefs at State and all India levels. The aim should be to train all officers in V.G. work so that V.G. work does not suffer when an officer/official is on leave or transferred away.

Weeding of Records Pertaining to V.G. Programme

7.7 VG-1 cards should ordinarily be retained for a period of five years from the date on which they were raised. In the event the applicant's Index Card lapses, it should be retained along with the VG-1 cards and destroyed along with the VG-I card.

**NESM
VOLUME-I**

PART IV

**PLACEMENT
OF
PERSONS
WITH DISABILITIES**

Part IV

PLACEMENT OF THE PERSONS WITH DISABILITIES

1. DEFINITIONS

1.1 "Persons With Disabilities" means a person who on account of injury, disease or congenital deformity, is substantially handicapped in obtaining or keeping employment or in undertaking work of his own account of a kind, which apart from the injury, disease or deformity would be suited to his age, experience and qualifications.

1.2 The World Health Organization has defined the terms impairment, disability and handicap etc. as follows:

Impairment: Impairment is any loss or abnormality of psychological, physiological or anatomical structure or function.

Disability: A disability is any restriction or lack (resulting from an impairment) of ability to perform an activity in the manner or within the range considered normal for a human being.

Handicap: A handicap is a disadvantage for a given individual, resulting from an impairment or disability, that limits or prevents the fulfillment of a role that is normal (depending on age, sex and social and cultural factor) for that individual

Disabled person: The ILO has defined a disabled person as an individual whose prospects of securing, retaining and advancing in suitable employment are

substantially reduced as a result of a duly recognized physical or mental impairment.

1.3 In Indian context, the definitions are prescribed in the Persons With Disabilities Act, 1995 and reproduced below are required to be followed.

1.**Blindness:** "Blindness" refers to a condition where a person suffers from any of the following conditions, namely:

- i. Total absence of sight; or
- ii. Visual acuity not exceeding 6/60 or 20/200 (snellen) in the better eye with correcting lenses; or
- iii. Limitation of the field of vision subtending an angle of 20 degree or worse.

2. **Low vision:** "Person with low vision" means a person with impairment of visual functioning even after treatment or standard refractive correction but who uses or is potentially capable of using vision for the planning or execution of a task with appropriate assistive device.

3. **Leprosy cured:** "Leprosy cured person", means any person who has been cured of leprosy but is suffering from:

- (i) Loss of sensation in hands or feet as well as loss of sensation and paresis in the eye and eye-lid but with no manifest deformity.

- (ii) Manifest deformity and paresis but having sufficient mobility in their hands and feet to enable them to engage in normal economic activity.
- (iii) Extreme physical deformity as well as advance age which prevents him from undertaking any gainful occupation.

4.Hearing impaired: "Hearing impairment," means loss of sixty decibels or more in the better ear in the conversational range of frequencies.

5.Locomotor disability: "Locomotor disability" means disability of the bones, joints or muscles leading to substantial restriction of the movement of the limbs or any form of cerebral palsy. (Only persons with 40% disability and above will be considered).

2 EVALUATION AND ASSESSMENT OF DISABILITIES

2.1 The Government of India, Ministry of Welfare have laid down that the general guidelines for evaluation and assessment of various disabilities issued by the Government of India in the Ministry of Welfare Gazette Notification No. 44-2/83-HW/ III dated 6 August 1986 and as may be amended from time to time, shall be followed for evaluation of various disabilities specified in section 2(b) (c) (l)(n)(o) (q)(r)(t) and (u) of the Act. This was also circulated by Director of Employment Exchanges DGE&T

vide EEM No. 2/89 – 12.1. While rendering services to the PWD, the Employment Exchanges should ensure that the Disability Certificates produced by them contains a certificate to the effect that, the disability has been assessed and certified by the Medical Board as per the guidelines contained in the Ministry of Welfare Gazette Notification dated 6th August 1986.

With a view to avoid hardship to the disabled the Employment Exchanges may register persons with apparent disability and advice and guide him to produce the proper medical certificate.

2.2 Authorities to give Disability Certificate: As per the Rules notified for Persons With Disability Act, 1995 vide Govt. of India, Ministry of Welfare Notification dated 31st December, 1996, the following authorities have been authorised to give disability Certificate:-

- a) A Medical Board duly constituted by the Central and the State Government .
- b) The State Government may constitute a Medical Board consisting of at least three members out of whom at least, one shall be a Specialist in the particular field for assessing locomotor /visual including low vision/hearing and speech disability and leprosy cured, as the case may be.

2.3 Guidelines for issue of Medical Certificate by the Medical Board

- a) The Medical Board shall, after due examination, give a permanent disability certificate in cases of such permanent disabilities where there are no chances of variation in the degree of disability.
- b) The Medical Board shall indicate the period of validity in the Certificate, in cases, where there is any chance of variation in the degree of disability.
- c) No refusal of disability certificate shall be made unless an opportunity is given to the applicant of being heard.
- d) On representation by the applicant, the Medical Board may review its decision having regard to all the facts and circumstances of the case and pass such order in the matter as it thinks fit.

2.4 The certificate issued by the Medical Board under Rule 5 shall make a person eligible to apply for facilities, concessions and benefits admissible under schemes of the Government or Non-Governmental Organizations, subject to such conditions as the Central or the State Government may impose.

3 LIST AND DESCRIPTION OF SPECIAL FORMS USED

PWD -1	Form to be used by institutions for the disabled recommending persons for employment.
PWD-2	Form to be used in submitting a case to the Board of Experts.
PWD-3	Form in which case list should be prepared when referring cases to the Board of Experts.
PWD- 4	Letter to be used when sending copy of a medical report to an employing authority.
PWD-5	Form to be used in obtaining written consent from the disabled person for disclosure of medical information to specified persons.
Note: {Specimen copies of the special forms are given in Vol.II, Appendix IV(1)}.	

4 PLACEMENT OF PERSONS WITH DISABILITIES:

4.1 The placement of persons with disabilities is an integral function of National Employment Service. The aim is to assist a disabled person to undertake work of which he is capable and to secure his satisfactory adjustment to the work. A physical impairment may limit a person's choice of occupations, however, in no case it constitutes a bar in getting gainful employment.

4.2 Eligibility Criterion :In addition to satisfying the definition given in Para 1, a person with disability must fulfill the following eligibility conditions:-

- (a) He must be of working age;
- (b) He must be capable of employment, with or without training and have reasonable prospects of obtaining and keeping employment;
- (c) He must be desirous of obtaining and keeping employment.

4.3 At present, placement is confined to persons with visual impairment, hearing impairment, and locomotor disabilities and negative leprosy patients. Only those persons from among the negative leprosy patients, cured and non-infectious, who have become disabled as per definition at Para 1, are covered and will be entitled for placement assistance.

5 SPECIAL EMPLOYMENT EXCHANGES FOR THE PHYSICALLY HANDICAPPED

5.1 In addition to selective placement work, the functions of the E.O. (PH) are:

- (i) to render vocational guidance, if necessary with the assistance of the local E.O (V.G);
- (ii) to identify occupations suitable for persons with disabilities;
- (iii) to collect information about the size of the problem and the

special needs of the disabled persons periodically;

- (iv) to enlist the co-operation of employers in engaging persons with disabilities;
- (v) to establish liaison with other agencies engaged in assisting the disabled, e.g. training institutions, Vocational Rehabilitation Centres, Voluntary Organizations, National Institutes for the Handicapped etc; and
- (vi) to follow-up each placing to ensure that the concerned person with disability is settling down satisfactorily in employment.

5.2 Selective placement : Placement work must be selective, the aim being to secure for the disabled, an employment, which is most suited to their age, experience, qualifications, aptitude, disability and without any feeling that they have been subjects of charity or patronage. It must be remembered that the disabled do not require charity but an equal opportunity to compete with others. Employment Officers should never lose sight of this ideal even though the employment situation may sometimes makes it difficult to achieve.

5.3 In order to carry out effectively the selective placement of the disabled the following points have to be borne in mind:-

- (i) The worker must be able to meet the physical and mental requirements of the job;

- (ii) He must not be a hazard to himself;
- (iii) He must not jeopardize the safety of others;
- (iv) The job must not aggravate the disability. Sometimes, it may be necessary to arrange with an employer for a slight modification to be made to suit an individual disabled person, e.g. re-arrangement of tools or the provision of a simple seat. Ideally, any such adjustment should be made before the employment starts, to avoid leaving the person concerned with a feeling that he has failed to match up to the requirements of the job.

5.4 The aim in placing should be to submit a person with disability at the highest level of skill of which he is capable and not merely to routine repetitive jobs. A person whose work does not give him the opportunity of using his capabilities in full, may, in time, develop a sense of frustration, which could lead to behavioral and adjustment problems. On the other hand, it is equally important to ensure that he has all the physical and mental requirement of the job for which he is being submitted, as constant striving to reach a standard which is beyond him could also lead to psychological difficulties.

5.5 It is also important to assess the attitude of the person with disability towards his disability and towards employment. If he is determined to overcome his disability, this will largely

offset his disablement, however, severe it be. In fact, a person with good personal qualities, although blind, or having lost a limb, is worth more to an employer than a fit man who is of a poor type. The Employment Officer must, however, be on the look out for the person, whose keenness for employment, especially in the face of the heavy competition from the able-bodied, may cause him over-rate his physical capacity; strict adherence to medical evidence is the golden rule, and submission to work which required effort or entails hazards which are contra-indicated should not be made without first discussing the case with a doctor who first furnished the medical report. On the other hand, there are persons in whom the feeling of hopelessness in the face of their disability might give the false impression of a poor attitude to work, and in these cases re-assurance and objective advice may be necessary before submission to employment can even be considered.

5.6 Persons Leaving Special Schools and Institutions for the Handicapped: Schools and institutions for the handicapped are required to complete form PWD-1 at least three months before a handicapped person who is considered to be suitable or anxious to obtain employment is due to leave, and to send it to the E.O (PH)

5.7 On receipt of these forms the EO(PH) should arrange to interview the persons concerned, preferably at the institutions, so that action in accordance with the instructions in this Manual can proceed.

5.8 It will obviously be impracticable for the EO(PH) to undertake isolated interviews at every institution in his area and he should, therefore, come to a working arrangement with each institution whereby all cases due to leave during a given time, say during the next three to six months are seen at one visit.

5.9 Forms PWD-1 will be sent to the EO(PH) at least three months before the expected date of termination of each of the trainees from the National Institutes who are anxious in getting employed in the area of the EO(PH). In these cases, the conditions of eligibility for registration can be accepted as being satisfied and placement action can proceed, without necessarily interviewing the applicant before-hand. If any additional information is required about a particular case, it may be obtained from the National Institute.

5.10 The arrangements outlined in the previous paragraph are likely to operate more satisfactorily if the Employment Officer for the PH established good relationship with the staff at each of the institutions in his area. In order to maintain this relationship, he should visit each institution at least once a year. If he is unable to secure the required cooperation or encounters any other difficulty in this connection, details should be reported to the State Director.

6 VOCATIONAL REHABILITATION CENTRES FOR PHYSICALLY HANDICAPPED

6.1 In order to assess the vocational and psychological needs of the persons with disabilities and also to render

assistance in the rehabilitation of such persons, Vocational Rehabilitation Centres for physically handicapped have been set up. These Centres also impart adjustment training in real work situations. Efforts are made to place the clients evaluated at these centers in suitable jobs, including self-employment. Candidates with required educational qualifications are referred to the formal training Institutions such as Industrial Training Institutions, Polytechnics and other educational and professional institutions.

6.2 For those clients, who are not able to get admission into these regular training institutions, the VRCs organize adjustment training, skill training for short term or long term duration depending upon the individual's need and ability. The VRCs also organize community based vocational training in rural and semi urban areas as per the local employment market conditions.

6.3 The Government of India, Ministry of Home Affairs, has given co-sponsoring powers to the Vocational Rehabilitation Centres and according to the orders issued by Department of Personnel and Administrative Reforms, the appointing authorities are required to endorse a copy of their requisition sent to the Employment Exchange/Special Employment Exchange to the nearest Vocational Rehabilitation Centre for Physically Handicapped for nominating suitable candidates.

6.4 Similar instructions were also issued by the Ministry of Finance, Bureau of Public Enterprises for public enterprises to endorse a copy of their requisition to the Vocational

Rehabilitation Centre for the Physically Handicapped for nomination of suitable disabled persons besides their usual endorsement to the District Employment Exchange/ Special Employment Exchange.

6.5 In order to ensure that the submission made by the EO(PH) and the VRC are not very much at variance, the EO(PH) may scrutinize their Live Register so as to ensure that all the job-seekers on Live Register who have not been evaluated by the VRCs are referred to the VRC for this purpose. Similarly, clients evaluated by the VRCs, if not registered with EO(PH) should be advised to do so.

7 Initial Interviews with Handicapped Persons.

7.1 The initial interview should be in private and may be held either at the Institution or at an Employment Exchange, as convenient. This first contact with the disabled person is of vital importance, as the person's confidence must be gained from the outset. He has to be convinced that the Employment Officer for the Physically Handicapped is his friend, who is working in his interests, and not just doing a job work. The keynote to success is to look upon each person being interviewed as an individual human being, with personal problems and difficulties much larger than most persons have to face. It will of course, be necessary to discuss with him his disability and its effect upon employment capacity; but this should be done in a way to avoid any self-consciousness, and, of course,

avoiding anything which might be construed as pity.

7.2 The interviewing officer should avoid fussing over the person with disability, as this is apt to be resented inwardly, if not outwardly. A one-armed man may prefer not to be helped with his coat or paper although it may make him longer to handle them himself. A man with deformity in the leg should obviously not be left standing, but in most cases he will not require help in sitting down. A blind man may need a little help if he is in strange surroundings where the lay-out of the furniture is unfamiliar, but he should not be given more help than he obviously needs.

8 Consideration of Eligibility for Assistance

8.1 It follows from the definition in Para 1 that each case must be considered individually taking into account the person's previous job experience, if any, his age, his general qualifications, aptitude etc. If, on account of his disability, it would be substantially more difficult for him to obtain employment or work on his own account compared with an able-bodied person, he may be regarded as satisfying the definition.

8.2 Consideration should then be given to the condition of eligibility set out in Para 4.2 and 4.3. and if these are fulfilled, the applicant should be regarded as eligible for registration for employment.

8.3 If there is any doubt as to whether the applicant fulfils the definition of "Persons With Disability" or

any of the additional conditions for registration, the case should be referred to the Board of Experts in accordance with the Instruction in Para 23.4. As a rule recommendations of the Board should be accepted by the Employment Officer, but doubtful cases may be referred to the State Director for a decision. The State Director may, in turn refer it to the DGET for guidance, if necessary.

9 Registration for Employment

9.1 Persons With Disability should also be registered on form X-1 in accordance with the procedure laid down in Chapter VII (Part 1) of this Manual. A brief explanatory note of the applicant's disability should be made on the X-1 and the appropriate medical code letter (see Volume II, Appendix IV (2)) should be inserted at the top right hand corner of the Index Card. The category to which the applicant belongs (see Para 14) should also be entered at the top middle of the Index Card.

9.2 A disabled registrant should also renew his registration. But before the registration is lapsed, a letter should be sent to him reminding him of the requirement to renew the registration and informing him that this action must be taken within two weeks if he still wished to continue his registration with the Employment Exchange.

10 Exemption from passing the Typing Test for purposes of Appointment to Clerical Posts under the Central Government

10.1 It has been decided by the Government of India (in the Ministry of Home Affairs O.M. No.15/8/61/Estt. D, dated 23.12.1961) that such of the Persons With Disability who are otherwise qualified to hold clerical posts and who are certified as being unable to type by the Medical Board attached to Special employment Exchanges for the Physically Handicapped or by a Civil Surgeon where there is no such Board, should be exempted from typing qualification. Employment Officers should therefore, submit qualified disabled persons against clerical vacancies in Central Government establishments even though these persons do not possess the typing qualification necessary for normal applicants see Volume II, Appendix IV(3). In addition, the E.O should periodically review the

11 Priority for Employment and Reservation in Central Government Departments/Undertakings.

11.1 It has been decided by the Government of India, Ministry of Home Affairs, to accord priority III to Persons With Disability for purposes of employment under the Central Government. Some of the State Governments have also issued similar instructions according priority to Persons with Disability, for purposes of employment under them.

11.2 The Government of India, Ministry of Home Affairs O.M. No.39016/6/77-Estt (C) dated 4.11.1977) has made 3 % reservation for the Persons with Disability, 1 per cent each for the blind, deaf and the Orthopaedically handicapped in Group

C and D posts/services. The categorization of the Persons with Disability for purposes of reservation in employment is on the basis of definitions given at Para 1. The reservation of posts is to be made separately for each of the aforesaid 3 categories of the Persons with Disability but provision may be made for inter-se exchange of vacancies if 1 per cent candidates belonging to a category of persons are not available or if the nature of vacancy in an office is such that given category of persons cannot be employed. If in any year the vacancies reserved or these categories are not filled the reservation is to be carried over for a period of 3 recruitment years. In order to implement these reservation orders, the jobs, which can be performed by various categories of Persons with Disability without loss of productivity, are to be identified by the Ministries/Department concerned. In the categories of jobs, which are identified by the Ministries/ Department as being particularly suitable for handicapped persons, other things being equal preference is to be given to the handicapped persons for such jobs even in excess of quota reserved for them (see Volume II, Appendix IV (4).

11.3 Several jobs have been identified as suitable for the disabled. The Ministry of Social Justice & Empowerment has brought out suitable books on the matter. The EO should make reference to guidelines contained in these books before sponsoring suitable disabled job seekers.

11.4 Under the Persons with Disabilities Act 1995. The Employer is required to submit quarterly returns on

DPER 1, DPER II and DPER III. The Employment Exchanges will collect the required information and forward periodically the same to the DGE &T as prescribed.

11.5 Instructions have also been issued by the Government of India (Ministry of Finance, Bureau of Public Enterprises O.M. No. BPE-GL 006/78/MAN/2(68)/76-BPE (GM-I) dated 30th March 1978) for reservation in Group 'C' and 'D' posts/services in Central Public Enterprises for Persons with Disabilities. However, the Central Public Enterprises where the ceiling of 50% reservation have reached taking together reservation of SC/ST, Ex-servicemen and dependents of those killed in action, as also promotions from Group D to Group C, the quota for ex-servicemen and dependents of those killed in action would be correspondingly reduced so as to enable reservation for the handicapped (see Volume II, Appendix IV(5).

12 Age Concessions for Appointment to Posts under the Central Government and charging of application fee for recruitment in Public Sector Banks.

12.1 It has been decided by the Government of India Ministry of Home Affairs that for purposes of appointment to Group C and Group D posts under the Central Government filled through Employment Exchanges, the upper age limit in respect of the disabled persons shall be relaxed by ten years. Some of the state governments have also issued similar instructions in matters of age relaxation for purpose of employment under them.

12.2 It has been decided by the Government of India (in the Ministry of Finance, Department of Economic Affairs, letter No.3/6/81-SCT (B) dated 16th March, 1982) that for recruitment to the post, candidates belonging to SC/ST communities (see disabled candidates may be charged the same application fee as is being charged from the candidates belonging to SC/ST communities (see Volume II, Appendix IV(6)).

13 Medical Guidance

13.1 In order to ensure that an applicant is placed in suitable employment, the EO (PH) should have detailed information about the applicant's functional capacity before an attempt is made to place him in employment. Disabilities of similar nature need not necessarily result in the same handicapping conditions vis-à-vis the job operations. The residual ability despite impairment and the person's adaptation would have reduced the handicapping conditions. Therefore it is essential that the EO should have comprehensive medical information on the disability and handicap caused by the impairment. For example, a person with polio in one upper limb may be able to use the impaired hand for holding, or may be able to carry lesser weights or may not be able to use it for any purpose. Hence, depending on the extent and type of impairment, guidance is required to be provided and accordingly the question of sponsoring the candidate should be considered. In other cases, necessary guidance may be obtained by reference to the Board of Experts in accordance with Para 23.

13.2 Medical Examinations: No one should be preferred for medical examination against his will and prior consent in writing should invariably be obtained. If an applicant is unwilling to be referred for medical examination and is unable to produce satisfactory evidence of his working capacity, the Employment Officer should explain the difficulty of placing him in suitable employment without this necessary information, and in these circumstance, the applicant cannot be assured of the assistance of the employment service as special care will be necessary in placing him and he could only be submitted to those vacancies in which there is no doubt about his suitability.

13.3 Disclosure of Medical Evidence: Information in Medical Report forms must be regarded as highly confidential and disclosed only to the following persons:-

- (a) Members of the Board of Experts in respect of cases referred to them for advice; and
- (b) An employing authority on request (in these circumstances, a copy of the certificate should be sent with form PWD-4 and enclosed in a sealed envelope addressed to the authority concerned which should also be marked "confidential").

13.4 In no other circumstances, the medical information or a copy of the medical report be supplied to an employer. In the case of the totally blind, the totally deaf and those persons whose disability is obvious, this should

not present any difficulty, as informing an employer that a person is blind, deaf, etc, is not regarded as disclosing confidential medical information. In other cases however, if an employer asks for information about a disability, he may not be allowed to see a medical report form nor should the actual diagnosis be disclosed, but he may be told in general lay terms the effect of the disability on the applicant's working capacity.

13.5 No disclosure of medical information either in lay terms or otherwise, should be made without the applicant's prior written consent which should be obtained on form PWD-5.

13.6 Any request for disclosure of medical information not covered by these instructions should be referred to the DGET for advice.

14. Categories of Persons with Disability.

14.1 In order to assess the size and nature of the problem, registrations should be classified as follows:-

Category A- Persons with disabilities, who although handicapped, do not require any special training or rehabilitation assistance for getting employment under normal conditions.

Category B- Persons with disabilities, who require some form of rehabilitation assistance or training for getting employment, but who should be capable of entering employment under normal conditions after such a course.

Note-Persons in this category who make enquires about training or rehabilitation assistance should be referred to the appropriate centers. This action should also be taken in respect of persons considered by the EO (PH) to be suitable for and in need of assistance of this nature.

Category – C - Employment under normal conditions not feasible due to severity of disability but are also considered capable of employment under sheltered conditions.

14.2 It should be noted that the classification given above is purely for administrative convenience. The Employment Officer should ensure that all persons on the Live Register are considered for all available employment opportunities for the disabled. He should guard against directing all his energies towards applicants in **Category- A alone.**

15. Vocational Guidance

15.1 To enable him to give effective vocational guidance, the Employment Officer should maintain up-to-date information about the facilities available to the able-bodied as well as to persons with disabilities. This should include information about training course at institutes for the able-bodied and training institutions and special institutions for the handicapped, details of which can be obtained from the Directorate General of Employment and Training, Ministry of Education, Ministry of Social Welfare, etc. In addition, he should keep a register of the duplicate Order Card, which have been prepared in accordance with Para 17.2

15.2 Vocational guidance should be given in appropriate cases, and if necessary arrangements should be made for a joint interview by the employment Officer and the local Vocational Guidance Officer. The applicants may be referred to the VRC, if there is any locally available, for evaluation. In some cases, it may be appropriate to advise applicants to apply for admission to an institution for the handicapped. The possibility of recommending suitable cases for admission to training institutions for the able-bodied should also be borne in mind.

16. Action to be taken if Person with Disabilities call at normal Employment Exchanges in areas covered by an Employment Exchange for the Physically Handicapped.

16.1 Persons with disabilities who satisfy the conditions of eligibility set forth in Para 4.2 and 4.3 and who reside within the jurisdiction of the EO (PH) should be registered in accordance with the instructions contained in this part of the manual. If they belong to areas outside the jurisdiction of the EO (PH), Index Cards should be prepared and transmitted to the EO (PH)/ normal Exchange is concerned. In the case of applicants who do not satisfy the conditions of eligibility, the EO (PH) should explain to them scope of the special Exchange and advise them to contact the normal Exchange concerned; if necessary Index Cards may be prepared in accordance with the

normal Exchange procedure and transmitted to the exchange concerned.

16.2 While the EO (PH) will have his own territorial jurisdiction as mentioned in Para 16.1 above, it is also pointed out that since he has got specialized knowledge of dealing with this category of applicants, his advice and guidance should be available to all normal Exchanges in the State, when necessary. He may visit any of the normal Exchanges and employers located in the areas of those Exchanges in the State as directed by the State Director.

16.3 In other Areas: Persons with disabilities who reside outside the jurisdiction of the EO (PH) should be dealt with by the normal Exchanges in accordance with the special procedure laid down in this part of the Manual for the registration and placement of disabled persons. Duplicate copies of the index cards of these persons should be sent to the Special Employment Exchange, only in respect of those who are willing to work at other places in the State. Special Employment Exchanges for the physically handicapped on receipt of such index cards will enter them in a Book Register X-63 (a) on the same day and file them in the appropriate NCO Code, for consideration against the notified demands. Any placement on the basis of duplicate index cards would be accounted by the Special employment Exchanges as FOA placing and the concerned Employment Exchange will account for it as IOA.

17. Vacancy and submission Work and Seniority of Registration

17.1 Details of vacancies, specifically meant for persons with disabilities, which are notified by employers direct to the EO (PH) should be recorded on Order Card (x-2) in accordance with the normal procedure. If within a reasonable time, it is not possible to fill any of the vacancies, the position should be explained to the employer and if he is not prepared to wait until suitable persons become available, the vacancies should be transferred to the appropriate Employment Exchange.

17.2 The Employment Officer (PH) should ensure that all Exchanges in the State are kept supplied with information about the types of persons with disabilities, in respect of whom assistance is required in obtaining suitable employment. When vacancies, which are considered to be suitable for them, are notified to Employment Exchanges within the area of an EO (PH) a duplicate Order Card should be prepared and forwarded to the latter, a suitable note being made on the original Order Card. The EO (PH) and the concerned Employment Officer should then co-ordinate to ensure that submission and placing of the disabled are recorded on the original X -1 card as they occur and are included in normal Employment Exchange statistics.

17.3 Since Employment Officer are required to make special efforts for providing suitable employment to persons with disabilities, the question of relative seniority of registration does not

arise. Employment Officers are advised that they should develop employment opportunities for the handicapped by convincing the employers about their capabilities.

17.4 After developing a favourable atmosphere with employer, the case(s) of person(s) who can be suitably absorbed with advantage to both the employer as well as the registrant may be sponsored individually. In following such a procedure, the seniority of registration among the handicapped applicants need not be considered; suitability of the candidates for the vacancy and their acceptability to the employer alone should be the guide for submission.

18. Liaison with other Officers of the Employment Service.

18.1 Whenever EO (PH) goes on tour, he should get in touch with the appropriate local Employment Officer so that he can obtain up-to-date information about establishments, which he proposes to visit, and employment trends in the area. He should examine the possibility of submitting persons with disabilities against suitable vacancies readily available with the Exchange. In addition, he should maintain close liaison with Vocational Guidance Officers and VRCs in the area. Wherever possible, he may undertake joint visit along with Officers of the VRC, to the establishments for promoting employment of persons with disabilities.

19. Contact with Employers

19.1 Establishing and maintaining good relationship with employers in his

area is an important part of the work of the EO (PH) who must be prepared not only to discuss the general question of employment of the disabled but also to assist the employer in identifying occupations in his establishment which would be suitable for them. The EO (PH) should therefore, make himself familiar with the industrial processes in his area so that in considering the disabled for employment, he can relate medical advice about capacity for work to the physical requirements of particular occupations. In appropriate cases, a letter in the form given in Volume II, Appendix IV (7) may be sent as an introduction to an employer whom the EO (PH) has not previously visited him.

19.2 One of the greatest handicaps in placing disabled persons is not the disability but the attitude of the general public towards the disabled. Educating employers and workers is, therefore, an important part of placement work. Frankness in dealing with employers is essential, the emphasis being not so much on the applicant's disability, but on his residual abilities. It is a shortsighted policy to try to bluff an employer by over-estimating the capacity of someone who is being submitted, for the truth will soon become apparent and in consequence the employer may not only lose confidence in the placement service, but what is probably far worse he may decline to employ any more disabled persons.

19.3 The Employment Officer for the Physically Handicapped must be prepared to advise an employer during the initial settling in period on such

matters as minor adjustments which may be necessary to ensure the safety or the comfort of the person with disability, the means of communication in the case of the deaf and the best method of instructing the blind. It may also be desirable to suggest in some cases that the persons concerned should be allowed to leave work a few minutes early, in order to avoid the general rush. Whilst it would obviously be undesirable to give an employer the impression that a disabled person automatically requires concessions, attention to certain relatively small matters may be of considerable help during the period of adjustment to a new work environment.

20. Placement Records.

20.1 Placement records, e.g. Live Register Dead Register, Record of Registrations, Live Order Register, Dead Order Register, Vacancy Order Register etc. should be maintained in the normal manner. Index Cards of the disabled applicants should however be retained for two years on the Dead Register after lapsing, placing etc. to ensure its availability for follow-up purposes. Index Cards on which follow up action is pending until the follow-up action, required in Para 21 is complete.

21. Follow-up

21.1 The main purpose of follow-up is to ensure that placing has been satisfactory and if not, to give the Employment Officer(PH) an opportunity of arranging any adjustment which may be necessary, or trying some other form of settlement. In addition, it helps to make the disabled feel that interest in

his welfare does not cease on his starting work.

21.2 The EO (PH) may use his discretion about the method of follow-up; in some cases, personal interview may be necessary, while in others, a letter on the lines given in Volume II, Appendix IV (8). Suitably adapted, may be more appropriate. An effort should be made to ascertain the employer's reaction as well as that of the workers; only if both are satisfied can the placing be regarded as entirely satisfactory.

21.3 A book record of the follow-up of placements should be maintained under the following headings: -

1. Name and address of applicant;
2. Date and occupation in which placed;
3. Name and address of the employer;
4. Result of follow-up; and
5. Remarks.

21.4 Details of follow-up should be entered in the f.o.u. Column of the appropriate Index Card taken out from the Dead Register, and identification tag should also be affixed on the Index Card indicating the date on which follow-up is next due.

21.5 An initial enquiry should be made within two weeks of placing and there after, the EO (PH) should, taking into account the circumstances of each case, decide the frequency and duration of follow-up. When it becomes evident that the disabled person has settled down satisfactorily (but in any case not less than six months from the date of

placing) and that no useful purpose would be served by further follow-up the applicant and the employer should be informed that it is not proposed to make further enquiries as a matter of course, but that if any difficulty in connection with employment are encountered in the future, the assistance of the EO (PH) can be sought.

22. Advisory Committee

22.1 An Advisory Committee should be set up in respect of each Special Employment Exchange for the Physically Handicapped and should consist of :-

- (a) An equal number of representatives of organizations of employers and workers;
- (b) Representative of the Ministry of Social Justice & Empowerment, Government of India;
- (c) Representative of the Ministry of Labour (DGET), Government of India.
- (d) A panel (not exceeding two) of such experts as medical specialist (at least one of whom should be member of the Board of Experts) and the representatives of voluntary organizations, dealing with the employment and welfare of the disabled, (one representing each disability;) and
- (e) Head of the Vocational Rehabilitation Centre for

Handicapped, if there is one in the State.

22.1 The State Director dealing with Employment Exchanges shall be the Chairman and EO (PH) the Member Secretary.

22.2 The function of the Committee will be to advise the State Director and the Employment Officer on problems affecting the employment of the disabled in the State.

22.3 The Committee should meet preferably once in six months and the Secretary should convene these meetings in consultation with the Chairman. The agenda, informatory notes on items for discussion and other relevant papers should be so dispatched as to reach members at least 15 days in advance, copies also being sent to the Ministry of Social Justice & Empowerment and the Ministry of Labour, Government of India (DGET). As efforts will be made by the Central Government to send a representative to the meeting preliminary notice should be sent to the Ministry of Social Welfare and the Ministry of Labour (DGET) (as soon as the date has been fixed).

22.4 In drawing up the agenda, the Secretary should aim at providing sufficient items for discussion which will enlist the interest of the Committee at the same time, keeping the agenda sufficiently short to allow time for each item to be thoroughly considered.

22.5 The Committee should be encouraged to take real interest in all matters affecting the employment of persons with disabilities, e.g. to suggest

suitable avenues for their employment, to assist with press and other forms of publicity and to suggest any special step which might be taken to further their employment. In order to keep member in touch with the work of the Special Exchange, Secretary should prepare a report on the work of the previous meeting and should distribute it along with the agenda. He should also arrange for items to be considered at the meeting adding any explanations as may be necessary. The report would include information about the number of current registrations, under the various categories paragraph 14.1, the figures at the time of the previous meeting also being given for purposes of comparison. The number of placements since the previous meeting should be shown, under various disability groups and details should be included of a few interesting and success stories of placements. Details relating to the work of the Board of Experts should also be put up before the Committee for their information.

22.6 Minutes of meeting should be drafted by the Secretary and approved by the Chairman before distribution. The State Director should decide what action should be taken by the State Government on such of the recommendations and resolutions of the Advisory Committee as are appropriate for action by the state government. Not later than two weeks after the meeting, copies of the minutes, incorporating the recommendations and resolutions of the Committee, should be forwarded to the Ministry of Social Justice & Empowerment and to the Ministry of Labour (DGET), Government of India, with a covering note indicating those

items in respect of which action by Government of India is considered necessary and the action which proposed in respect of those items which are regarded as being within the prerogative of the State Government.

14. Board of Experts

23.1 The Board of Experts should function as a panel of the Advisory Committee. It should consist of a General Physician (Government), an Ophthalmologist, an Orthopedic Surgeon, an Ear, Nose and Throat Specialist, a Neuro-Physician and Dermatologist, two representatives of employers; and workers; Organizations for the disabled. The State Director should appoint the medical members and the non-medical members should be drawn from the Advisory committee and elected by that Committee at its first meeting. The Board will be concerned only with casework, its function being to examine and give advice about the employment capacity of applicants referred by to it by EO (PH).

23.2 Cases in which a medical report only is required should be referred direct to the appropriate medical member for examination, the EO (PH) accompanying the applicant if he feels that it would be advantageous to do so.

23.3 Applicants with disabilities who have been selected for appointment in posts under the Central Government should be referred for medical examination to a medical Board of Experts; the Medical Board should comprise of the Government General Physician (in all cases) and the appropriate Specialist/Specialists. The

Medical Board should examine the applicants with a view to ascertaining their degree of disability and their functional capacity and only such persons who in the opinion of the board will be able to perform the duties of a post notwithstanding the disability they are suffering from, should be recommended for appointment to that post. The Government of India Ministry of Home Affairs has decided vide their O.M No.5/1/60-Estt. D dated 28 June 1960 { See Volume II Appendix IV (9)} that on nomination of these persons by the Special Employment Exchanges for appointment in posts under the Central Government, they should not be subjected to the usual medical examination on first entry into Government Service and the question of their employment should be based on the report of the Medical Board attached to the Special Employment Exchange.

23.4 Cases in which a recommendation is required on employment or training should be referred to a specially convened meeting of the Board which should consist of one employers' representative, one workers' representative, one Social Worker and the appropriate medical member. In order to avoid inviting medical members of the Board more often than is necessary case should, if possible be grouped under disabilities and only the appropriate specialist invited to the particular meeting.

23.5 Form PWD-2 should be completed before hand (a copy for each member and one for the EO (PH) in respect of each case being referred to the Board or to a medical member of the

Board, accompanied by copies of any available medical evidence. A case list should be prepared in advance on form PWD-3 and the result of the subsequent interview or examination entered against each name.

23.6 Applicants should be sent a written notice to report for medical examination, or to appear before the Board adapting the letter in Volume II, Appendix IV (10) for the purpose; at least one week's notice should be given to applicants for the purpose. If an applicant is unable to report for medical examination or fails to appear before the Board he should be given another opportunity of attending. While inviting him for the second time to appear before the Board, he may be informed that if he is unable to attend the meeting for the second time also, his case will be liable to be considered in his absence.

23.7 Before referring to the Board or a medical member of the Board the case of an applicant below 18 years of age, the written consent of the parent or guardian should be obtained wherever possible.

23.8 The procedure at meetings of the Board should be as informal as possible, the findings, unanimous or majority recommendations, should be recorded by the EO (PH) on the lower portion of Form PWD-2 and signed by each member. A note should be made of any minority or dissenting recommendation. A brief note should be made by the Employment Officer on a separate sheet of paper and signed and dated by him, of any additional verbal advice, which is given during the

meetings, and this should be tagged to the Medical Report Form.

23.9 The information given on Medical Report Forms is highly confidential and it is, therefore important that these forms should not be filed in Index Cards. A separate file should be maintained by the EO (PH), filed in the order of registration number and kept in his personal custody, under lock and key. Instructions regarding disclosure of medical evidence are given in paras 13.3 to 13.5 above.

15. Relaxation of Health Standards in favour of Persons with Disabilities Registered with Normal Employment Exchanges.

24.1 It has been decided by the Government of India, Ministry of Home Affairs that persons with disabilities nominated by any of the normal employment Exchanges and who have been medically examined by the Medical Board constituted for the purpose, should not be subjected to further medical examination at the time of their appointment in Government Service. The Director General of Health Services has requested that State Directors of Health Services to constitute these medical Boards on the same lines as the Medical Boards attached to the Special Employment Exchanges. It is not necessary to set up the Board of Experts at normal Exchanges. It will suffice if the Medical Board comprising the Government General Physician and the appropriate specialist(s) is set up. The copy of the Government of India, Ministry of Home Affairs Memo No. F.5/1/62-Estt. D dated

31st July 1962 along with its enclosure, communicating the relaxation mentioned above is reproduced in Volume II Appendix IV (11).

16. Special Instructions Covering Placement of the Deaf and Hard of Hearing.

25.1 In dealing with the deaf and the partially deaf it is important to remember that they are ordinary people, who have lost, or who have never had, the full use of their hearing, or in some cases have never had any hearing at all. There is no foundation in the suggestion made by the some people that the deaf are dull-witted or incapable of doing a good day's work. Given work for which hearing is not essential and with the understanding and cooperation of their fellow workers, majority of them are capable of working in competition with the hearing to their own and to their employer's satisfaction. *In certain types than persons with normal hearing.*

25.2 Who are the Deaf? The deaf are defined as persons whose hearing in both ears is non-functional, and the hard of hearing as those whose hearing is seriously but not totally impaired. They can be divided into the following three groups, the issues in their placements vary:

- (i) The congenitally deaf i.e. those who have been deaf from birth or early childhood;
- (ii) The Adventitious Deaf i.e. those who have become hearing impaired after they had acquired normal speech; and

- (iii) The Hard of Hearing i.e. those who have a degree of functional hearing with or without hearing aids.

25.3 Problems of the Deaf and Hard of Hearing (I) The Congenitally Deaf ---

Whereas, quite unconsciously, the normal hearing child learns language and speech from its parents, the deaf child has to be taught both language and speech and has to reach certain level of attainment before general education can begin. Even after such educational training many are able to use only sign language or combination of signs and limited speech and consequently may find it difficult to express themselves either orally or in writing. Their vocabulary is limited and they may have difficulty in reading anything but simple written matter. The result is that many are relatively backward in their education and their general knowledge is limited. Most, however, have some and many very good knowledge of lip-reading. However, the lack of language development does not adversely affect their performance in given work tasks. After the necessary training, they are capable of considerable manual and intellectual skills and high quality work. Even amongst the born deaf, there are some who have learned efficient speech and the art of reading and of fully expressing themselves in writing; some have reached even quite academic, professional or technical standards. Therefore, the communication abilities of a deaf person cannot be described in general terms, but has to be seen in individual cases and appropriate assistance should be provided to them,

to help them reach optimum level of their competence.

(II) The Adventitious Deaf --- In this group, the problems are quite different. The persons have little, if any, language or speech deficiencies and their only handicap is their inability to hear. On the other hand, whereas a person who has been deaf since birth or early childhood has learned to accept his disability, those who lost their hearing later in life, perhaps suddenly, and resulting in the need for change in employment are often disheartened and at first, without hope. They have to learn as entirely new methods of communication (e.g. lip-reading or sign language) and such persons need reassurance, encouragement and careful, patient explanation.

(III) The Hard of Hearing --- These persons, too, have little, if any, language or speech deficiencies but may be suffering from lack of confidence, fear for the future (especially if they know that their hearing is deteriorating), and a feeling of despondence and frustration. They require reassurance and tactful and patient handling. Their ability to converse with hearing person will depend upon the degree of hearing loss, their ability to lip-read and whether they use hearing aid. Although many of those with a hearing aid are able to hear almost normally some find frequent noise very trying; others, however, who suffer from head noises may find this trouble alleviated in noisy surroundings and some partially deaf persons hear better in noise.

25.4 Interviewing: The first essential communication is, of course, to ascertain the normal means of communication. If the persons concerned can lip-read or has a serviceable hearing aid, there need be little difficulty; all that the interviewing officers that needs to do is to speak fairly slowly and distinctly and ensure that his mouth is always visible e.g. he should not turn away or walk away while he is still speaking. It is important to ensure that the person has understood what has been said to him. If he seems to have difficulty in understanding a particular word or phrase it might help by writing it down, but normal speech should resume as soon as possible as writing, unless this is absolutely necessary, tend to undermine the confidence of the persons being interviewed.

25.5 When interviewing a person who is totally deaf and cannot lipread, it is usually desirable to have someone present who can act as interpreter, and in the case of persons referred by institutions for the deaf it should be possible to arrange for assistance of this nature to be given.

25.6 Suitable Employment : In selecting suitable employment, much will depend upon the degree of hearing loss, age, experience, qualifications and educational attainments, and the extent to which the person concerned has overcome his disability by lip-reading or the use of hearing aids. Obviously, jobs involving the immediate reception of sounds (e.g. telephone switchboard operating) are unsuitable. Sufferers from nerve deafness who are

susceptible to noise should not work in very noisy surroundings, while those who are subject to occasional fits of giddiness, should not work at heights or on ladders. On the other hand, there is a wide range of jobs in which once the initial difficulty of instructions has been overcome, lack of hearing is no handicap. It is, therefore, better to assume in the first instance that deaf person can do any job for which he is otherwise qualified, provided good hearing is not essential rather than to regard a restricted range of jobs as being specially suitable. On the other hand, there are jobs in which it may be even better to employ totally deaf workers e.g. those which are very noisy, where, since they are impervious to noise, they are often better able to concentrate than people with normal hearing.

25.7 One difficulty in placing the deaf may be initial reluctance or hesitancy on the part of employers to engage them, or a tendency to restrict them only to work of the most menial or repetitive nature. With tact and perseverance these are placed in occupations, which bear some relation to their personal abilities.

25.8 Experience in other countries has shown that unless there is some other serious disability, the deaf are able to work under normal work environment, in competition with the able-bodied and so do not require sheltered employment.

25.9 Another point to be borne in mind is that it is generally difficult for an average deaf person to learn a second spoken language. It is, therefore, most desirable that any training or instruction,

which he received should be in the language with which he is familiar.

25.10 Some Guidelines on Dealing with the Deaf and Hard of Hearing.

- (i) Speak slowly and distinctly, but do not shout or “mouth” your words;
- (ii) Be careful that your mouth is always fully visible when you are speaking;
- (iii) Make sure that the person being interviewed has clearly understood what has been said to him. If he has difficulty in understanding a particular word or phrase, write it down and then go back to speech;
- (iv) Avoid, so far as possible, engaging in conversation while interviewing a deaf person. Remember that the latter may have difficulty in following the conversation and he may, therefore, feel that something is being said about him behind his back and this may create a feeling of resentment and suspicion.
- (v) Remember that each case is individual and satisfactory placing can only be achieved if due regard is paid to age, past experience, qualifications, educational attainments and the ability of the deaf person to express himself.

26. General Instructions Covering Action at Normal Exchanges

26.1 All Employment Exchanges should consider placement of persons with disabilities, a special responsibility and special efforts should be made to fit such persons into types of employment where their disability will not be a serious handicap. In this connection, the special procedure outlined below should be observed:-

- i. An assessment should be made regarding the applicant's disability and degree of employability. In simple cases, the Employment Officer himself could probably make such an assessment. If the number of persons with disability approaching the Exchange for employment assistance is appreciable, efforts should be made with the concurrence of State Director, to set up a panel of doctors/specialists. The procedure to be followed in this regard can broadly on the lines laid down in para 23.
- ii. Persons with disabilities should be categorized into groups e.g. visually Impaired, Hearing Impaired, Locomotor Disabled.
- iii. While registering these persons, a brief explanatory note of the applicant's disability should be made in the X-1 and appropriate code letter inserted at the top right hand corner of the Index Card{Appendix –IV (2)}.

iv. The period of renewal in respect of the disabled will also be the same as that for the non-disabled. But before the registration is lapsed a letter should be sent to the registrant reminding him of the requirement to renew the registration and informing him that his action must be taken within two weeks, if he wished so continue his registration with the Employment Exchange(See para 9.1 and 9.2).

v. A Gazetted Officer of the Exchange should be specially made responsible for handling the problems of the disabled. He should establish contact with employers and institutions where the types of disabled on the live Register could be gainfully employed. Such employers should be persuaded to accept them. In respect of Central Government employers, the instruction of the Ministry of Home Affairs, Department of Personal should be brought to their notice; in respect of State Government employers the instruction issued by the State Government should be brought to their notice.

vi. While submitting them against suitable vacancies, the employing authority should be addressed in a special letter making a special appeal to accept the applicants. The lines on which such a letter should be prepared are indicated in the draft letter given in Vol.II, Appendix IV(12).

- vii. When a person with disability has been placed in employment, the placing should be followed up with a view to ensuring that it has been satisfactory, and if not, for arranging any adjustment which may be necessary. The method and procedure for this follow-up should be on the lines laid down in Para 21.1 to 21.5.
- viii. It is necessary that the EO (PH) should have information relating to registration, placements, Live Register, special problems in the placement of the disabled etc. in respect of all the Exchanges in the State. All Exchanges in State where Special Exchanges for the Handicapped have been set up should render a report to the EO (PH) concerned by the 5th of each month. In the report, information relating to registrations, placements and Live Register should be given separately for the different categories of disability. In States where Special Exchanges for the Handicapped are not functioning, the information should be furnished by normal Exchanges to the State Directors concerned under a separate heading in the Monthly Narrative Report. The EO (PH) should consolidate the information received from all normal Exchanges, and include it under a separate section of his Monthly Narrative Reports so that the State Director can report the activities of the EO (PH) and /or normal Exchanges in the State in his monthly progress reports.

27. Reports and Returns

27.1 The Employment Officer for the Physically Handicapped should render a Monthly Narrative Report to the DGET, a copy being endorsed to the State Director also. The report should consist of two sections. The first section should relate to the activities of the Special Exchange and the second to the activities of normal Exchanges in the State regarding registration and placement of disabled persons.

27.2 In addition to the monthly narrative report, the EO (PH) should render the following returns to the DGET with copy to the State Director :

ES1.1	(Monthly)
ES2.5	(Half Yearly)
ES2.1	(Half Yearly)
ES2.4	(Half Yearly)
ES2.5	(Half Yearly)
ES1.3	(Annual)
ES1.2	(Annual)
ES1.4	(Annual)
ES2.2	(Annual)
ES2.7	(Annual).

Note: Specimen forms of these returns are given at *Appendix I(1) of Vol. II* of the NESM.